

**GLENORCHY CITY COUNCIL
ATTACHMENTS
MONDAY, 24 JUNE 2024**



TABLE OF CONTENTS:

ECONOMIC

9. Derwent River Ferry Expansion Project

- 1: Derwent Ferries Site Appraisal Investigation Report 2

GOVERNANCE

10. Results of 2024 By-Election for Mayor and Councillor

- 1: Results of By-Election (Mayor) 62
2: Results of By-Election (Councillor) 63
3: Certificate of Election 64

**11. Financial Performance Report to
31 May 2024**

- 1: Attachment 1 - Financial Performance Report - May 2024
..... 65

12. Revised Financial Hardship Policy

- 1: Consultation Comments - Financial Hardship Policy
(tracked changes) 72
2: Financial Hardship Policy - June 2024 80

ENGINEERING AND PROJECT MANAGEMENT



Burbury
CONSULTING

PROJECT

HCC Derwent Ferries
Site Appraisal Investigation

CLIENT

Hobart City Council

DATE

June 2024

▲ CIVIL ▲ STRUCTURAL ▲ MARITIME ▲ PROJECT MANAGEMENT

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Contents

1.	Introduction	1
1.1	Purpose	2
1.2	Reference Documents	2
2.	Existing Facilities	3
2.1	MONA Ferry	3
2.2	Bellerive to Hobart	3
2.3	Other Hobart Ferry Networks	3
3.	Ferry terminal Functional User Requirements	4
4.	Selection Criteria	6
4.1	Assumptions	13
5.	Expansion Site Options	15
5.1	Bellerive Ferry Terminal (existing)	15
5.2	Lindisfarne	15
5.2.1	Option 1 – Natone Street	16
5.2.2	Option 2 – Rose Bay	18
5.2.3	Option 3 – Lindisfarne Sailing Club (highest ranked in MCA)	19
5.2.4	Option 4 – Motor Yacht Club of Tasmania	22
5.2.5	Alternative Option – Old Floating Bridge Abutment	24
5.3	Wilkinsons Bay	25
5.3.1	Site 1 – GASP jetty (highest MCA ranking)	26
5.3.2	Alternative – Montrose	27
5.4	Sandy Bay	28
5.4.1	Option 1 – Between Lords and Red Chapel beach (highest rank in MCA)	29
5.4.2	Option 2 – Scout Hall	30
5.4.3	Option 3 – Lower Sandy Bay	31
5.4.4	Option 4 – Wrest Point	32
5.5	Multi Criteria Assessment Summary	35
6.	Further Work	36
Appendix A	Site Option Multi Criteria Assessment	38
Appendix B	Aboriginal Heritage Site Maps	39

Appendix C Preliminary Concept Drawings for Lindisfarne and Sandy Bay

Table of Figures

Figure 1-1 Approximate Location of additional terminals	1
Figure 4-1 Example of catchment area for potential pick up & drop off facility at Natone Street	7
Figure 4-2 Example of bus stop interconnectivity (source: Google Map)	7
Figure 4-3 Example of Lindisfarne commercial business identified in Blue (source: LISTmap)	8
Figure 4-4 Example of Lindisfarne recreational space identified in Green (source: LISTmap)	9
Figure 4-5 Example of catchment area in Lindisfarne Sailing Club	10
Figure 4-6 MAST moorings within Lindisfarne Baty (source: LISTmap)	11
Figure 4-7 Pairwise assessment of criteria	13
Figure 5-1 Lindisfarne Options investigated as part of the Rapid Site Appraisal	16
Figure 5-2 Natone Street site with a 1km catchment area highlighted in red. The sports district is shown in yellow and the approximate shopping area in blue.	17
Figure 5-3 Fixed linkspan concept design for Natone Street	17
Figure 5-4: Two Rose Bay Locations for Rapid Site Appraisal	19
Figure 5-5: Lindisfarne Sailing club in Blue and Private Jetty in Green	20
Figure 5-6: Lindisfarne Sailing Club site with a 1km catchment area highlighted in red	20
Figure 5-7: Approximate area available for ferry terminal in yellow	21
Figure 5-8 Floating terminal concept design for Sailing Club	21
Figure 5-9: Approximate location of the MYCT	22
Figure 5-10: Potential terminal locations at MYCT	23
Figure 5-11: Potential access from ANZAC park to MYCT ferry terminal	23
Figure 5-12 Potential location located at Old Floating Bridge abutment	24
Figure 5-13 Wilkinsons Point Site Options	25
Figure 5-14 Wilkinson's Point GASP jetty and 1km catchment area highlight in red	26
Figure 5-15 Montrose and 1km catchment area highlight in red	27
Figure 5-16 Sandy Bay Site options	28
Figure 5-17 Two locations between Lord and Red Chapel Beach	29
Figure 5-18 Fixed terminal concept design for Lords Beach	29
Figure 5-20 Scout Hall Site with 1km catchment area highlighted in red	30
Figure 5-19 Lower Sandy Bay with a 1km catchment area highlighted in red	32
Figure 5-21 Wrest Point Existing Jetty with 1km catchment area highlighted in red	33

Table of Tables

Table 3.1 Design Vessel Preliminary FUR	4
Table 3.2 Ferry Terminal Preliminary FUR	4
Table 4.1 Assessment Criteria	6

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1. Introduction

The Greater Hobart region is experiencing rapid growth in population, employment, and tourism, putting pressure on existing transport infrastructure. The Derwent River has historically played a vital role in supporting the area's development, with ferry services dating back to 1818. The recent success of the Derwent Ferry trial service, which began in August 2021 and has transported over 140,000 passengers, has led to the Tasmanian Government extending the trial into its second year. With a commitment of an additional \$18.5 million over four years, the government aims to establish a permanent ferry service between Hobart and Bellerive, along with necessary permanent infrastructure upgrades. In addition, the Federal Government has also pledged \$20 million through the Priority Community Infrastructure Program (PCIP) to expand the ferry network as part of their 2022 election commitment.

A Steering Committee, formed with representation from four greater Hobart councils (Hobart City Council, Glenorchy City Council, Clarence City Council and Kingborough Council) was commissioned to conduct a proof-of-concept study. The proof-of-concept report, completed by Stantec dated June 2023, provides an understanding of the feasibility of an expanded ferry network that not only accommodates the region's rapid growth but also serves as a catalyst for achieving transport sustainability.

Leveraging the success of the current ferry service and insights from prior studies on expanding the Derwent ferry network, the Steering Committee identified several potential locations for new additional terminals:

- Lindisfarne
- Wilkinsons Point / MyState Bank Arena
- Sandy Bay (Wrest Point)
- Regatta Ground
- Geilston Bay
- Kingston Beach



Figure 1-1 Approximate Location of additional terminals

The study revealed a 'reference case' demand for approximately 1,100-1,200 commuter boardings per day from these locations, projected to increase to 1,650 with Travel Demand Management measures. This estimate, comparable to the Bellerive-Hobart CBD route, doesn't account for potential demand from education trips and visitors.

While the expanded network would significantly benefit Greater Hobart Communities, constraints were identified, including waterside issues like wave-climate and moorings, impacting locations at Kingston Beach and Geilston Bay. At this stage of the project, there is no requirement of a 'park and sail' options for any site.

The Steering Committee has identified three development regions listing in order of priority being:

1. Lindisfarne,
2. Wilkinsons Point and
3. Sandy Bay (Wrest Point)

A staged infrastructure study for each of the above sites has been proposed including:

- Stage 1 – rapid site appraisal of ferry terminal sites for each region (this report).
- Stage 2 – site investigations for preferred sites.
- Stage 3 – preliminary design and costings of ferry infrastructure for sites.

1.1 Purpose

This report provides a summary for Stage 1 work rapid site appraisal and identifies the priority development site for each of the three general locations based on the multi criteria analysis presented in Appendix A.

Following agreement on each of the development sites, we will progress with Stage 2 and Stage 3 of the project being the physical site investigations and 30% design and costing respectively. Stage 2 and 3 will be reported on separately.

1.2 Reference Documents

The following references have been reviewed in preparation of this report.

ID	Document Title	Date	Author
R1.	Phase 1 – Review of Existing Ferry Service and Definition of Requirement Future Service	November 2022	Thompson Clarke Shipping Pty Ltd
R2.	Principal's Requirements for the Professional design Services of the Derwent Ferry Pontoon Wharves	-	HCC
R3.	Derwent Ferry Expansion Proof of Concept Report	June 2023	Stantec
R4.	Stakeholder Engagement	Live Document	Burbury Consulting

2. Existing Facilities

There are two existing ferry services in Hobart, the privately owned and tourist-oriented CBD to Museum of Old and New Art (MONA), and the commuter-oriented Derwent Ferries from Bellerive to CBD

2.1 MONA Ferry

MONA is located 11km North of Hobart. The ferry journey provides both locals and tourists a unique and scenic travel experience along the Derwent River. This service is operated by the Roach Brothers (Navigators) whom has the longest history in Hobart providing water-based transport commercial and tourist service. The design vessel for this service is MONA ROMA 1 (MR-I) which carries 240 passengers at a service speed of 24.9 knots, and a slightly smaller vessel (MR-II) during peak time.

2.2 Bellerive to Hobart

The Bellerive to Hobart commuter service commenced back in August 2021 by the State Government. This has been a success with over 140,000 passengers embarking on the commuter service, especially when there is an event at the Blundstone Stadium (i.e. Ashes Test). This service is operated by Tasmanian owned Derwent Ferries that have commissioned the Navigators Group to run the service. MV Excella is the primary vessel used with a capacity of 107 passengers and 15 bicycles.

2.3 Other Hobart Ferry Networks

Other public charter vessel networks within the Hobart region include:

- Bespoke charters:
 - Events based charters do operate from Wrest Point Casino, Brooke Street Terminal and/or Bellerive Wharf.
- Peppermint Bay Cruises:
 - Departs Brooke Street Terminal for Peppermint Bay (Woodbridge) Fridays and Sundays or events-based charter.
- Pennnicott Wilderness Journeys:
 - Departs daily from Elizabeth Street Pier MAST Floating Dock.
- Hobart Historic Cruises (Spirit of Hobart):
 - Departs Franklin Wharf with river cruise only.


3. Ferry terminal Functional User Requirements

Table 3.1 and Table 3.2 outlines the Functional User Requirements which have been developed and used as the basis of site assessment. These criteria have been developed as part of the Rapid Site Appraisal to support the assessment but should be regularly updated as the project progresses through the design stages or community consultation processes.

Table 3.1 Design Vessel Preliminary FUR

Description	Value	Source / Comment
Vessel length	approximately 30m	20m value provided in PPR, however discussion with key stakeholders during rapid site assessment suggests that 30m may be more appropriate as an upper limit design length.
Vessel Draft	1.4m	To match existing Derwent Ferry vessel (provided by Navigators).
Minimum Under Keel Clearance	0.5m	Typical for wharf design but subject to site specific conditions (seabed material and wave exposure).
Vessel Freeboard	Up to 1.2m	To match existing Derwent ferries. This is potentially higher than other ferries such as the Brisbane/Sydney cats but deemed appropriate due to the Derwent's increased wave exposure.
Vessel Capacity	107 passenger & 15 bicycles	To match existing Derwent Ferry vessel.
Preferred Navigation Channel Width	30m	Design to meet AS 3962
Minimum Vessel turning circle requirements	45m	Design to meet AS 3962 (1.5x Vessel Length)

Table 3.2 Ferry Terminal Preliminary FUR

Description	Criteria	Comments
Terminal	Floating or fixed structure	To be developed in the 30% design but currently preference is for a fixed link span structure as seen at Wilkinson's Point 
Terminal Dimensions	To be determined in the 30% design phase	Suitable to accommodate design vessel FUR.

Minimum Terminal Water Depth	1.9m CD + 0.5 x site design wave height	To accommodate maximum vessel draft of 1.4m and UKC requirements
Terminal freeboard	1m (maximum), 0.95m (minimum) under self-weight including gangway load without live loading	This is based on the PPR and assumes a floating terminal only. Not achievable for a fixed structure and should be revisited during the 30% design stage.
Gangway	DDA compliant	Design to meet AS 3962
Number of berths	2 berths for new structure 1 berth for existing structure	To allow for expansion and/or variable prevailing wind/wave conditions.
Design Life	30 years	Provided in the PPR
Environmental limits	Wind, Sea level rise, current, maximum water levels, flooding, etc.	To be confirmed in Stage 2 works. Not provided in PPR

4. Selection Criteria

A set of selection criteria has been developed to form the basis of a Multi Criteria Analysis (MCA) for nominated sites within the three priority development locations. All selection criteria are rated from 0 to 10 with 10 being the best solution (i.e. rating of 10 for the cheapest construction cost, rating of 10 for the most residential dwellings within a kilometre radius of the proposed site, etc.).

This report provides results of Burbury's preliminary MCA assessment and will be reviewed with Hobart City Council.

Table 4.1 Assessment Criteria

Criteria	Weight	Descriptions
Navigable Water Depth (easy access to terminal without seabed intervention)	11%	Access to minimum required water depth as detailed in Table 3.2. Consideration has been given to both the length of terminal required to access sufficient water linkspan, gangway or jetty length) if possible as well as to potential requirement for dredging. A rating of 10 is given to each site if achieve the design water depth without any seabed intervention.
Environmental exposure (wind, wave, current)	11%	High level assessment of exposure to wind and wave effects. It does not include an assessment of environmental conditions on transit routes on the Derwent River. The Sites are assessed based on "as-is" conditions without any additional wave attenuation structures.
Coastal dynamics (erosion, sediment transport etc.)	11%	Desktop assessment of historical change in shoreline position (erosion / accretion) over time based on the coastal dataset provide by Digital Earth Australia (DEA) or observed natural processes.






Criteria	Weight	Descriptions
Pick up and drop off facility and/or space	9%	<p>Review of the following within a kilometer of the site:</p> <ul style="list-style-type: none">• Current infrastructure to allow drop off & pick up.• Usable space that would allow for drop-off / pick up facilities to be constructed. <p>This is based on our preliminary site visits and desktop review. Further review of landholder ownership may be required (i.e. if MYCT were to be used).</p> 
Public transport interconnectivity	9%	<p>Figure 4-1 Example of catchment area for potential pick up & drop off facility at Natone Street</p> <p>Proximity of closest bus stop to the site options. The frequency of buses to the existing bus stop was not considered.</p> <p>A rating of 0 is given if the bus stop is located more than 1km walking distance away from the likely terminal location.</p> 

Figure 4-2 Example of bus stop interconnectivity (source: Google Map)

Criteria	Weight	Descriptions
Proximities to public amenities (Toilet block etc)	9%	<p>Ratings were prepared based on the assessment of the proximity of existing public amenities to the proposed site. Consideration has been given to the potential use of clubs (i.e. MYCT and Lindisfarne Sailing Club) amenities via negotiation.</p> <p>Score are calculated based on:</p> $Score = 10 \times \left(1 - \frac{site\ distance}{maximum\ overall\ site\ distance} \right)$
Proximity to commercial businesses	4%	<p>Considers existing businesses within 1km radius. In addition, it also considers land classified as a commercial business district obtained from Tasmanian Planning Scheme (TPS) within 1km radius of the terminal for future proofing.</p> 
Proximity to Education Institutions (public and Private Schools, Uni)	3%	<p>Figure 4-3 Example of Lindisfarne commercial business identified in Blue (source: LISTmap)</p> <p>The number of education institutions within 1km radius</p>

Criteria	Weight	Descriptions
Proximity to recreational facilities (sporting grounds, clubs etc.)	3%	<p>Considers existing recreational facilities as well as land classified as recreational land obtained from the Tasmanian Planning Scheme (TPS) within 1km radius.</p>  <p>Figure 4-4 Example of Lindisfarne recreational space identified in Green (source: LISTmap)</p>

Criteria	Weight	Descriptions
Potential commuter catchment area (assumed 1km)	4%	<p>Considers a 1km radius (or approx. 10 minutes walking) as a rule of thumb for potential users to utilise the ferry.</p> <p>Score are calculated based on:</p> $Score = 10 \times \left(\frac{site\ dwellings}{maximum\ overall\ site\ dwelling} \right)$ 
Commuter Time Saving (ferry vs Driving)	5%	<p>Figure 4-5 Example of catchment area in Lindisfarne Sailing Club</p> <p>Assessment of commuter time saving was completed to compare car and ferry travel time between terminals during rush hour. A vessel transit speed of 25 knots has been used to calculate the travel time via ferry time with additional of 11 minutes total berthing time at each location which corresponds to the current Derwent ferry operations. Additional time has been considered for site with a 5 knots speed restriction (i.e. Lindisfarne Bay).</p> <p>For car travel the time has been calculated based on the Google Maps estimated travel time from the new ferry terminal to the Brooke St Pier. In reality this may not provide a realistic comparison as it is unlikely that car travel would be from ferry terminal to ferry terminal. However, given the multitude of potential travel scenarios Burbury believe that this approach provides for a reasonable comparison for the purposes of the Rapid Site Appraisal.</p>

Criteria	Weight	Descriptions
Private Acquisitions/Ownership Consent (Mooring relocation, jetty lease agreements or procurement etc.)	8%	<p>Requirement for private acquisitions for the terminal:</p> <ul style="list-style-type: none">• MAST moorings• Acquiring private jetties for use• Co-use of existing club or business facilities (parking, land for terminal abutments etc) <p>Marine and Safety Tasmania (MAST) has developed a web-based mooring mapping system to identify the mooring approved vessel length and position. Consideration has been given to both navigable width and vessel turning circle as described in Section 3.</p> 
Construction Cost	9%	<p>Figure 4-6 MAST moorings within Lindisfarne Bay (source: LISTmap)</p> <p>In addition, consideration is given to where land or infrastructure access requires landowner consent or acquisition, and consultation provides for positive or negative response.</p> <p>Assessment of likely construction cost based on required infrastructure and consideration for costs associated with mooring and land acquisition, potential of maintenance dredging, reusing existing infrastructure and landside works</p>

Criteria	Weight	Descriptions
		<p>Assessment of the number of car parks within 1km radius.</p> <p>This assessment criteria has been included following discussion in the MCA workshop with the four councils.</p>
Car parking	6%	<p>The number of on and off-street carparks was provided by the Clarence City Council for the various Lindisfarne sites while the Hobart City Council provided the information for the Sandy Bay sites. This information was not available for Wilkison Point and so Burbury Consulting has calculated the number of parked from aerial photography. This is considered a reasonable approach as Burbury performed the same photo interrogation exercise for the Lindisfarne and Sandy Bay locations and was within a small margin of error of the council provided information.</p> <p>It should be noted that this assessment criteria considers the number of spaces only and does not consider any public sentiment related to loss of parking or perceived loss of parking due to the terminal.</p> <p>Finally, the reader should be aware that all weighting for other assessment criteria have been adjusted to accommodate this new assessment criteria.</p>
Private Owners Support	-	<p>While this has not been used for ranking it has been included in the MCA to identify support or otherwise of the current owners / lease holders (i.e. Federal Group, MYCT). A "traffic light system" have been used with "Green" indicating full support from the stakeholder or council owned.</p>

The weighting for each criteria was developed using a pairwise comparison where each criterion is compared to all other criteria and ranked in terms of importance. The pairwise assessment is summarised below:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	
	Navigable Water Depth (easy access to terminal without seabed interventions)	Environmental exposure (wind, waves, current)	Coastal dynamics (erosion, sediment transport etc.)	Pick up and drop off facility and/or space	Public transport interconnectivity	Proximity to public amenities (Toilet block etc)	Proximity to commercial businesses	Proximity to Education Institutions (public and Private Schools, Uni)	Proximity to recreational facilities (sporting grounds, clubs etc.)	Potential commuter catchment area (assumed 15m)	Commuter Time Saving (ferry vs Driving)	Private Acquisitions/Ownership consent (floating relocation, jerry lease agreements or procurement etc.)	Construction Cost	Car Parking	Calculated Weight
A		Same	Same	Same	Same	Same	More	More	More	More	More	Same	Same	More	11%
B			Same	Same	Same	Same	More	More	More	More	More	Same	Same	More	11%
C				Same	Same	Same	More	More	More	More	More	Same	Same	More	11%
D					Same	Same	More	More	More	More	Same	Same	Same	Same	9%
E						Same	More	More	More	More	Same	Same	Same	Same	9%
F							More	More	More	More	Same	Same	Same	Same	9%
G								Same	Same	Same	Same	Less	Same	Same	4%
H									Same	Same	Less	Less	Same	Same	3%
I										Same	Same	Less	Less	Same	3%
J											Same	Same	Less	Same	4%
K												Same	Less	Same	5%
L													Less	Less	8%
M														Less	9%
N															8%

Figure 4-7 Pairwise assessment of criteria

The result of the qualitative assessment will indicate the ranking of each option in terms of their alignment with the identified criteria. This does not necessarily result in the preferred options, as the qualitative assessment will consider other factors that do not necessarily translate into the criteria identified.

4.1 Assumptions

The following assumptions apply which will need to be confirm:

- Burbury has appraised the sites based on existing car parks information within 1km radius, but not future carparking facility.
- Burbury has appraised the sites based on proximity to the nearest bus stop but not frequency of services. We assume that Metro may change their scheduling based on commission of and demand for the new ferry services.
- All appraisals have been completed on the bases that the require approvals are achievable i.e. DA, Crown Approvals etc.). Burbury has not identified any issues with any of the locations that would indicate otherwise.
- Burbury has considered commuting time saving based on the direct vessel transit distance from the site to Brooke Street Pier. However, it should be noted that the ferry transit time is dependent to the proposed ferry route(s). (i.e. Lindsfarne to Bellerive to Brooke Street Pier).
- While the PPR indicates that the Ferry Terminals must be floating the Rapid Site Appraisal has been completed on the basis that ferry terminal structures may be fixed or floating structures (i.e. design at Wilkinson's Point is already fixed and may be adaptable to suit consistent design) which would be considered during the design stage and adapted to preferred site. The rankings would have to be adjusted if this is not the case.

- Aboriginal heritage sites have been identified at Lindisfarne (Aboriginal Heritage Item AH13429, AH1170, AH1172, AH1173 and AH1174). It has been assumed that the terminal can be built without direct impact of the sites this will have to be revisited once the 30% design is complete.

5. Expansion Site Options

This section outlines the local site option(s) for each of the three priority zones assessed as part of the Rapid Site Appraisal. There is a detailed summary of the preferred location as identified in the MCA with a brief overview of the remaining options given for information. The Benefits and drawbacks summary for each site are not presented in any order of importance. The full assessment and ranking for all sites can be seen in the Multi Criteria Assessment presented in Appendix A.

5.1 Bellerive Ferry Terminal (existing)

As part of the site appraisal process, we assessed the Bellerive Ferry Terminal against the MCA as a baseline to compare the scoring of each other preferred site. This provides a comparative assessment against the Bellerive terminal which has been successful to date through the ferry trial implementation.

The Bellerive terminal scored high on majority of criteria with an overall weighted score of 9.3.

5.2 Lindisfarne

The specific site options analysed as part of the Rapid Site Appraisal for Lindisfarne were:

1. Natone Street (next highest ranking in the MCA)
2. Rose Bay
3. Lindisfarne Sailing Club (highest ranked in MCA)
4. Motor Yacht Club of Tasmania (MYCT)
5. Alternative – Old Floating Bridge Abutment



Figure 5-1 Lindisfarne Options investigated as part of the Rapid Site Appraisal

5.2.1 Option 1 – Natone Street

The Natone Street site would see a terminal placed somewhere at the end of Natone Street. This area is currently a gravel carpark and parkland and has convenient access to both the shopping district, medical centres, social clubs, and sporting facilities. It is likely that a fixed linkspan structure (Figure 5-3) would be the preferred terminal structure here due to site conditions, but this would be considered further during the design phase. As the area at the end of Natone Street remains largely undeveloped, this option includes potential to include sealed carparking and/or additional pick/up drop off facilities subject to Development Application.

The site is generally well protected from prevailing N-NW winds and provides ease of vessel access in and out of the terminal as opposed to inner Lindisfarne which requires passing MYCT and through mooring with restricted vessel speeds.



Figure 5-2 Natone Street site with a 1km catchment area highlighted in red. The sports district is shown in yellow and the approximate shopping area in blue.

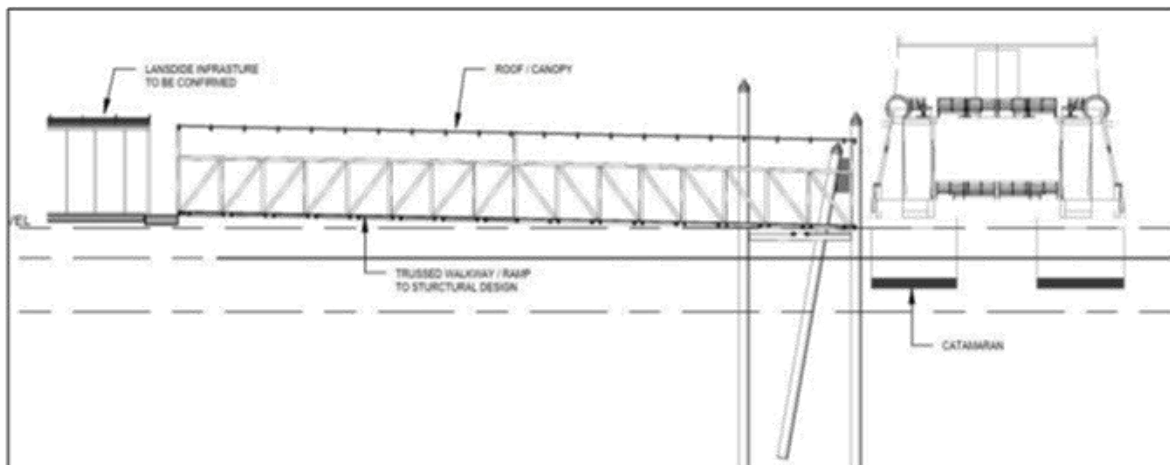


Figure 5-3 Fixed linkspan concept design for Natone Street

5.2.1.1 Benefits

- Large commuter catchment area with approximately 530 dwellings within 1km.
- An existing bus stop is located nominally 420m away.
- The site has significant landside area which would allow for construction of parking and pick-up and drop-off facilities.
- Close proximity to recreational areas including parks, sporting facilities and social clubs.
- Close proximity to commercial facilities including a shopping district and medical centres.
- Outside Lindisfarne Bay, eliminating the need for any mooring acquisition.
- Appears to have reasonable water depth within 25m of shore and so potential to reduce construction costs. To be confirmed during design phase.
- No ferry speed restriction required.
- Limited protection provided from northerly and nor westerly weather.

5.2.1.2 Drawbacks

- No existing facilities and so construction would need to account for landside works.
- Potentially more exposed from southerly and south westerly weather although the fetch will be limited due to the bridge.
- Foreshore residents may oppose location (preference to locate south of Natone away from private residences).
- Not on a current commuter route and proximity to key areas (schools, business area, etc.) greater than Bellerive as a comparison.

5.2.2 Option 2 – Rose Bay

Two locations in Rose Bay were considered as part of the Rapid Site Appraisal being the end of Lenna Street and the location of the old ferry jetty. These are shown in Figure 5-4 and the locations were appraised together due to their similarity. Rose Bay can be fairly expose in northerly weather conditions and this would impact both sites. Further, the water depth at the Lenna Street site would need to be investigated as some dredging may be required or the site would be tide limited.



Figure 5-4: Two Rose Bay Locations for Rapid Site Appraisal

5.2.2.1 Benefits

- Large commuter catchment area with approximately 530 dwellings within 1km.
- An existing bus stop is located nominally 200m away.
- Reasonable area for pick up / drop off facilities.
- No ferry speed restriction.
- No mooring acquisition or relocation required.
- Significant number of schools located within 1km.

5.2.2.2 Drawbacks

- No public amenities within the area.
- No existing facilities and so construction would need to account for landside works.
- Lenna Street site likely to require dredging or longer jetty (greater construction costs).
- No recreational areas including parks, sporting facilities and social clubs within 1km.
- No access to commercial facilities including a shopping district and medical centres within 1 km.
- No protection from northerly quadrant weather.

5.2.3 Option 3 – Lindisfarne Sailing Club (highest ranked in MCA)

The Lindisfarne Sailing Club is located on the northern bank of Lindisfarne Bay. There is a club house at the western end of the lease and dingy storage at the eastern entrance. The remainder of the lease is largely under-developed being a gravel hardstand. Initial assessment of this location considered both the sailing club and the existing jetty (green area in Figure 5-5 below). Further site investigation has discounted the existing

jetty due to potential for maintenance and repair issues. However, it should be noted that this was not a detailed review, and should the existing jetty be reconsidered then a full structural assessment would be required.

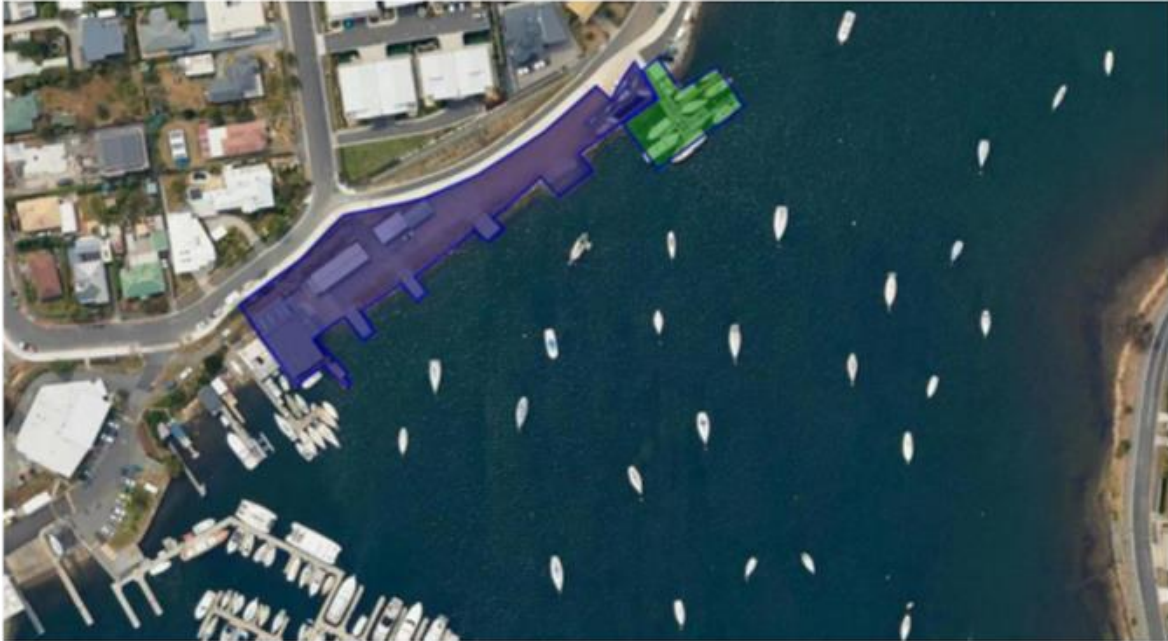


Figure 5-5: Lindisfarne Sailing club in Blue and Private Jetty in Green



Figure 5-6: Lindisfarne Sailing Club site with a 1km catchment area highlighted in red

We recommend a floating pontoon for access to the ferry with the terminal and amenities building being land based to reduce construction complexity and cost.

We understand that the Lindisfarne Sailing Club remains committed to the project and that there is a pathway for shared use of their club house and amenities and so we have not considered a location for these structures in our concept.



Figure 5-7: Approximate area available for ferry terminal in yellow

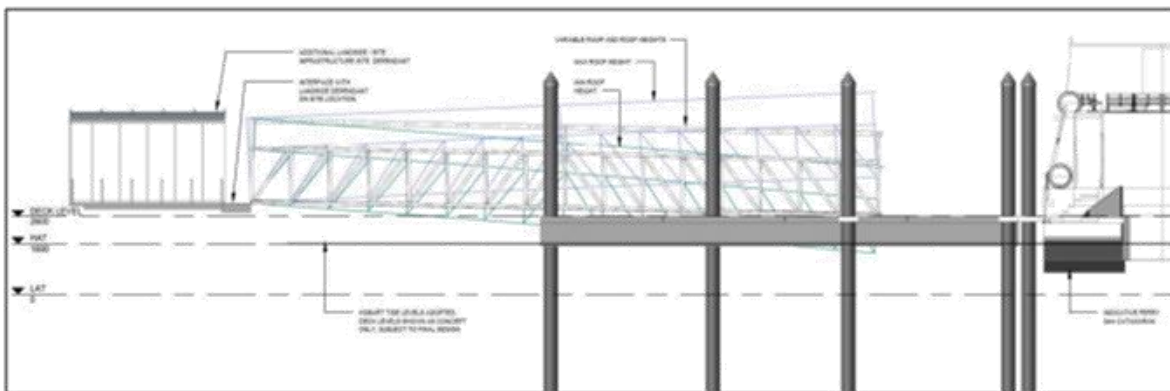


Figure 5-8 Floating terminal concept design for Sailing Club

5.2.3.1 Benefits

- Large commuter catchment area with approximately 900 dwellings within 1km.
- An existing bus stop is located nominally 600m away.
- Potential to create drop off / pick up area in the relinquished lease area.
- Strong support from the major stakeholder.
- Close proximity to recreational areas including parks, sporting facilities and social clubs.
- Close proximity to commercial facilities including a shopping district and medical centres.

- Appears to have reasonable water depth within 25m of shore and so potential to reduce construction costs. To be confirmed during design phase.
- Excellent protection from inclement weather.
- Potential for significant new car parking off Park Road.

5.2.3.2 Drawbacks

- No existing facilities and so construction would need to account for landside works unless an agreement could be reached with the club.
- Ferry transit speed would be limited to 5 knots from the mouth of Lindisfarne Bay increasing commuter travel time.
- Would require acquisition/relocation of nominal 15 moorings for suitable entrance channel and vessel manoeuvrability
- Would require negotiations and agreement with private lease holders.

5.2.4 Option 4 – Motor Yacht Club of Tasmania

The MYCT is located on the northern head of the Lindisfarne Bay. It encompasses an area of both free and lease hold with the approximate location shown in Figure 5-9 below. During stakeholder engagement the club has expressed strong support for the project but have concerns about parking and integration in the area without negative implications on their members.



Figure 5-9: Approximate location of the MYCT

The best location for a ferry terminal within the general area of the MYCT would be on the outer end of the bay. This would eliminate transit through areas with speed restrictions inside the bay whilst also providing good protection from inclement weather.

While ideally the area shown in light blue in Figure 5-10 would be used without impacting the club infrastructure this would require significant dredging as it is quite shallow. Alternatively, a terminal at the outer edge of the wave screen may offer better access although the construction costs would be significant to account for access jetty and walkway out to the terminal.

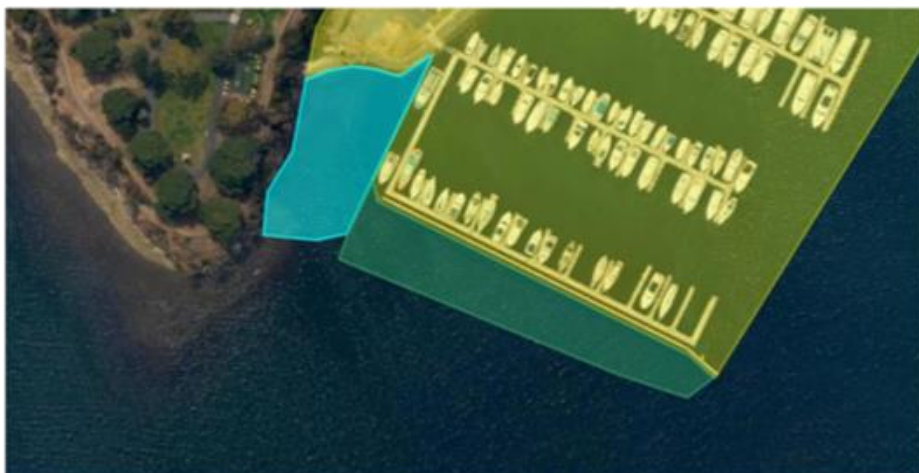


Figure 5-10: Potential terminal locations at MYCT

Access to the outer end of the MYCT without having detrimental impact on the club would be challenging. One potential option would be to provide access via ANZAC park with the potential to include new parking in the project on Park Road. There is a cliff face at the boundary between ANZAC park and the MYCT. Accessibility could be managed via ramps with switchbacks or an elevator. A representation of the possible layout is shown in Figure 5-11



Figure 5-11: Potential access from ANZAC park to MYCT ferry terminal

5.2.4.1 Benefits

- Large commuter catchment area with approximately 900 dwellings within 1km.
- An existing bus stop is located nominally 630m away walking.
- Potential to create drop off / pick up area in the club area.
- Support from the major stakeholder.
- Potential for significant new car parking off Park Road.
- Close proximity to recreational areas including parks, sporting facilities and social clubs.
- Close proximity to commercial facilities including a shopping district and medical centres.
- No speed restriction.
- No mooring acquisition/relocation required.
- Potential to use existing club amenities (by negotiation).
- Good protection from inclement weather.

5.2.4.2 Drawbacks

- High cost of access from ANZAC park via switchback ramps or elevator.
- Would require negotiations and agreement with private lease holder.
- Possible significant new ferry infrastructure costs due to location.
- Dredging would be required if landside access was preferred.

5.2.5 Alternative Option – Old Floating Bridge Abutment

The old floating bridge abutment is located on the northern end of the Tasman Bridge Lindisfarne. It encompasses an area with the approximate location shown in Figure 5-12 below. This location provides the obvious benefits of deep-water access and ample parking and pick-up/drop-off facilities but can be fairly exposed in northerly weather conditions. It should be noted that this was not identified as a priority location in the tender documentation, but Burbury believe that it presented a viable alternative location while still being encapsulated largely within the Lindisfarne general site.



Figure 5-12 Potential location located at Old Floating Bridge abutment

5.2.5.1 Benefits

- Large commuter catchment area with approximately 820 dwellings within 1km.
- An existing bus stop is located nominally 350 away walking. But obvious potential to create a new stop as part of the works.
- The site has significant landside area which would allow for construction of parking and pick-up and drop-off facilities.
- The site is on the commuter route for pedestrians and cyclists using the Tasman Bridge.
- No speed restriction.
- No mooring acquisition/relocation required.
- Large number of car parks

5.2.5.2 Drawbacks

- No existing facilities and so construction would need to account for landside works.
- Potentially more exposed from northerly weather.
- No public amenities within the area. Could be built during construction.
- No access to recreational areas including parks, sporting facilities and social clubs within 1km.
- No access to commercial facilities including a shopping district and medical centres within.

5.3 Wilkinsons Bay

These site options include:

1. GASP Jetty (highest ranking in MCA)
2. Alternative – Montrose



Figure 5-13 Wilkinsons Point Site Options

5.3.1 Site 1 – GASP jetty (highest MCA ranking)

Wilkinson's Point site emerges as a comparatively straightforward selection. Our primary focus was on exploring the potential used of Glenorchy Art and Sculpture Park (GASP) jetty located furthest north. Following discussion with the Navigators Group and further confirmation from GCC, it has been revealed that the existing infrastructure is in good condition, requiring minimal cost for conversion into a dedicated ferry terminal. We understand the original design was based on the Mona ferry terminal and therefore readily adaptable to the proposed ferry FUR. We do need to confirm the operating conditions of the adjustable ramp structure for all tides and vessel freeboard as well as operating water depths. A suitable condition inspection of the structure should be undertaken to ensure that we can assess the load limits for ferry berthing operations (historical construction/design information will be important inputs to this work).



Figure 5-14 Wilkinson's Point GASP jetty and 1km catchment area highlight in red

5.3.1.1 Benefits.

- The site has significant landside area which would allow for construction of parking and pick-up and drop-off facilities.
- The existing GASP jetty appears in good condition which potentially reduces construction cost.
- Existing toilet block located at GASP.
- My State Arena Stadium within walking distance from the terminal for events-based usage (similar to Blundstone Arena initial ferry use at Bellerive).
- Appears to have reasonable water depth within 25m of the landside. To be confirmed during design phase.
- Strong support from the major stakeholder.

5.3.1.2 Drawbacks

- Insignificant commuter catchment area with approximately 65 dwellings within 1km.
- No existing bus stop within 1km radius.
- Commercial facilities including a shopping district outside of 1km.
- Unknown timeframe for the development of land to the north of MyState Arena.

5.3.2 Alternative – Montrose

An alternative location has been considered at a later stage of the site appraisal being Montrose Bay in the general area of either the park or yacht club shown in Figure 5-15. The bay is exposed in the northwest wave conditions and shallow in water depth at the site. The alternative location is still a similar walking distance to the sporting facilities as GASP while offering the obvious benefits of a larger catchment of residences and easier access from the Brooker Hwy. This location was not identified as a priority in the project brief.



Figure 5-15 Montrose and 1km catchment area highlight in red

5.3.2.1 Benefits

- Large commuter catchment area with approximately 400 dwellings within 1km.
- Close proximity to recreational area including parks and sporting facility.
- Similar walking distance to MyState Arena compared to GASP jetty.

- Existing toilet block located in the park.

5.3.2.2 Drawbacks

- No existing bus stop within 1km radius.
- No protection to north-westerly weather (wind waves).
- No access to commercial district including shopping district.
- Likely to require dredging or long access jetty and therefore higher construction costs.
- No existing facilities and so construction would need to account for landside works.

5.4 Sandy Bay

The options analysed as part of the Rapid Site Appraisal for Sandy Bay were:

1. Between Lords Beach (adjacent to Wrest Point Casino) and Red Chapel Beach (highest ranking in MCA)
2. Scout Hall / Rowing sheds (off Marieville Esplanade)
3. Lower Sandy Bay (near Long Beach area).
4. Wrest Point Casino existing ferry jetty.



Figure 5-16 Sandy Bay Site options

5.4.1 Option 1 – Between Lords and Red Chapel beach (highest rank in MCA)

The location between the two private jetty was considered as part of the Rapid site appraisal as shown in Figure 5-17. The water depth towards Red Chapel beach would need to be investigated as well as proximity to Manning Reef which may result in a requirement to locate the terminal well offshore (out past existing jetties). It is likely that a fixed structure would be the most suitable design for this site due to the exposed nature of the site to passing vessel wake and prevailing wind waves.



Figure 5-17 Two locations between Lord and Red Chapel Beach

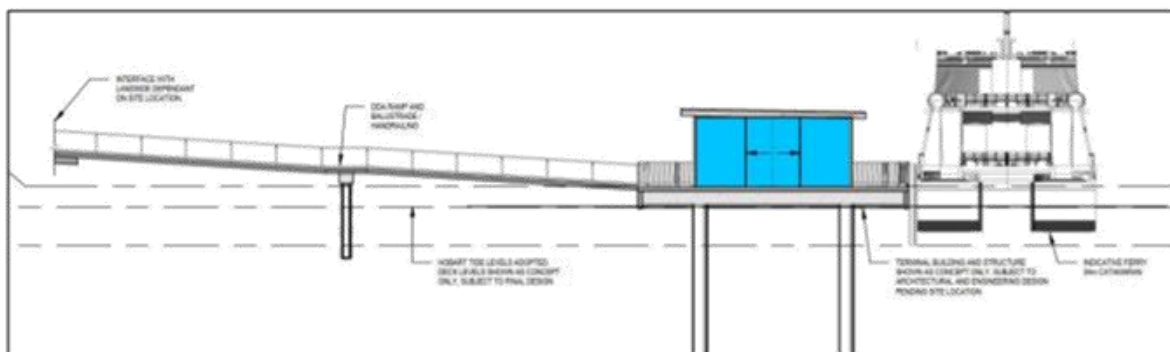


Figure 5-18 Fixed terminal concept design for Lords Beach

5.4.1.1 Benefits

- Large commuter catchment area with approximately 750 dwelling within 1km.
- Visible terminal for commuter access off Sandy Bay Road as well as linkages to cycleway.
- The site has street parking along Sandy Bay Road which would allow for pick-up and drop off area.
- Close proximity to recreational areas including University sporting facilities.

- Hutchins School and UTAS are within 1km walking distance.
- An existing bus stops is located nominally 150m away.

5.4.1.2 Drawbacks

- Shallow water will require longer jetty structure to suitable water depth.
- May require acquisition/relocation of nominally 8 moorings for site navigation access.
- No existing facilities and so construction cost would need to account for landside works such as public amenities, shelter, and connectivity to seawall.

5.4.2 Option 2 – Scout Hall

The scout hall groyne off Marieville Esplanade was considered for a new ferry terminal, presenting opportunity to serve Sandy Bay residential area as well as its commercial business district as an alternative to Wrest Point and other sites above. Although the requirement for water depth is met, there are a number of swing moorings needed to be acquired prior to the operation of the ferry at this location and limiting ferry navigation to the site. This site is located in close distance to the city meaning the benefits to the commuting to the CBD from this site is limited when compared to commuting to other proposed ferry terminal sites. The site is a busy rowing and recreational area so managing operations in such a site would be an impact on existing uses.



Figure 5-19 Scout Hall Site with 1km catchment area highlighted in red

5.4.2.1 Benefits

- Reasonable commuter catchment area with approximately 440 dwelling within 1km.
- Reasonable area for pick up / drop off facilities.

- Close proximity to recreational areas including parks, sporting facilities and social clubs.
- Close proximity to local businesses including shopping districts.
- Walking distance to educational institutions.

5.4.2.2 Drawbacks

- Northern end of the catchment area is within 1km from the city.
- Existing bus stop located 650m away walking.
- Narrow access road for pick up/ drop off facilities or buses.
- Congested parking and user area.
- Existing user area for recreational boating, school rowing and marina may result in significant stakeholder concerns on this site.
- Require acquisition / relocation of nominally 12 moorings.
- Reduced ferry speed on entering mooring area (longer travel time).
- Would require negotiations and agreement with private lease holders.

5.4.3 Option 3 – Lower Sandy Bay

Lower Sandy Bay has the potential to capture users from Taroona or a broader range of commuters that utilise Sandy Bay Road. This area currently has a park land and carparking as well as local businesses along Long Beach. It is likely that a fixed linkspan jetty would be the most suitable design for this site due to the exposed nature of the site to passing vessel wake and prevailing wind waves and to avoid the existing coastal processes along the foreshore.



Figure 5-20 Lower Sandy Bay with a 1km catchment area highlighted in red

5.4.3.1 Benefits

- Large commuter catchment area with approximately 600 dwelling within 1km.
- Reasonable area for pick up / drop off facilities.
- Close proximity to recreational areas including sporting facilities.
- Close proximity to local businesses of Lower Sandy Bay.
- Outside of ferry speed restriction zone and away from marinas.
- Existing bus stop located nominally 72m away.
- Existing public amenities as part of Long beach facility.

5.4.3.2 Drawbacks

- Existing littoral sand drift and coastal processes as well as exposure to north to south wave action.
- No access to educational institutions.
- Will require long jetty to suitable depth.

5.4.4 Option 4 – Wrest Point

It should be noted that the potential terminal location at Wrest Point is privately owned by the Federal Group. During stakeholder engagement Burbury met with the Executive General Manager of the group, Dr Daniel Hanna, who expressed significant concern from the owners with a public ferry expecting to utilise their private

jetty particularly around the loss of their parking facilities to ferry users. Burbury stated the benefits of the project and that there was opportunity to mitigate their concerns whilst potential for increased benefit of an upgraded terminal, particularly for events-based usage linking Wrest Point as opposed to another site within the region. The issues were subsequently discussed at the board level of the Federal Group who rejected the idea of a public ferry terminal at Wrest Point and do not support the project.

It should be noted by the Steering Committee that Wrest Point has been ranked lower in the MCA due to landowner consent and limited drop off and pick (parking). If landowner consent and use of the existing ferry jetty is supported, then Wrest Point ranks the highest of all sites for Sandy Bay. Burbury understand that further consultation between Hobart City Council and Federal Group is currently ongoing.

Wrest Point also highlighted that the close proximity of the proposed terminal to the CBD seems to contradict the intended purpose of the project (in their view) given limited benefits to commuter travel time to CBD (unless it significantly contributes to expediting travel times for commuting to school from the eastern shore).

While existing jetties are present on-site, the condition of the existing timber jetty condition are poor and needing upgrade. The Wrest Point site would benefit from maintaining accessibility for ferries for events (i.e. Blundstone/Bellerive, Mystate/Wilkinson and Macquarie Point (future stadium).



Figure 5-21 Wrest Point Existing Jetty with 1km catchment area highlighted in red

5.4.4.1 Benefits

- Adequate water depth.
- Reasonable commuter catchment area with approximately 570 dwellings within 1km.
- An existing bus stop is located nominally 350m away walking as well as city bus ride stops within Wrest Point.
- Close proximity to recreational areas including parks, sporting facilities and social clubs.
- Close proximity to schools and the university.
- No mooring acquisition/relocation required.

5.4.4.2 Drawbacks

- Exposed to weather from the Northwest through to Southeast.
- Existing facility condition is unknown and likely needing upgrade.
- Would require negotiations and agreement with private owner who has stated they do not want or support a public ferry terminal at Wrest Point.
- No pickup or drop off facility unless agreement could be reached with Wrest Point.
- No access to amenities nor opportunity to develop.

5.5 Multi Criteria Assessment Summary

The summary of the Rapid Site Appraisal including the existing Bellevue Terminal are presented below:

Location		Believe	Lindisfarne						Sandy Bay				Wilkinson's Point		
ID	Criteria	Weight	Existing Terminal	Natone St	Rose Bay	Sailing Club	MYCT	Tasman Lookout	Bridge	between Lords to Red Chapel Beach	Scout Hall	Lower Sandy Bay (Seagrass Café)	West Point	Existing GASP Jetty	Montrose
1	Navigable Water Depth (easy access to terminal without seabed intervention)	11%	10.0	9.0	5.0	10.0	5.0	10.0		8.0	10.0	5.0	10.0	5.0	1.0
2	Environmental exposure (wind, wave, current)	11%	10.0	5.0	5.0	10.0	8.0	5.0		7.0	8.0	4.0	7.0	8.0	8.0
3	Coastal dynamics (erosion, sediment transport etc.)	11%	10.0	10.0	10.0	10.0	10.0	10.0		8.0	7.0	5.0	10.0	10.0	10.0
4	Pick up and drop off facility and/or space	9%	10.0	10.0	7.0	10.0	7.0	10.0		10.0	6.0	10.0	0.0	10.0	10.0
5	Public transport interconnectivity	9%	9.0	5.0	8.0	5.0	4.0	6.5		10.0	2.0	9.5	5.0	1.0	1.0
6	Proximities to public amenities (Toilet block etc)	9%	7.0	7.0	0.0	5.0	5.0	0.0		0.0	9.0	8.0	0.0	10.0	10.0
7	Proximity to commercial businesses	4%	10.0	8.0	4.0	10.0	10.0	4.0		8.0	10.0	8.0	8.0	6.0	5.0
8	Proximity to Education Institutions (public and Private Schools, Uni)	3%	7.0	0.0	10.0	0.0	0.0	7.0		10.0	4.0	2.0	10.0	0.0	7.0
9	Proximity to recreational facilities (sporting grounds, clubs etc.)	3%	9.0	10.0	0.0	10.0	10.0	5.0		10.0	6.0	8.0	10.0	1.0	8.0
10	Potential commuter catchment area (assumed 1km)	4%	8.0	7.0	7.0	10.0	10.0	9.0		10.0	5.0	7.5	6.0	1.0	5.0
11	Commuter Time Saving (ferry vs Driving)	5%	10.0	10.0	5.0	5.0	10.0	6.0		5.0	4.0	8.0	6.0	10.0	10.0
12	Private Acquisitions / ownership consent (Mooring relocation, jetty lease agreements or procurement etc.)	8%	10.0	8.0	10.0	6.0	7.0	10.0		4.0	6.0	8.0	0.0	10.0	10.0
13	Construction Cost	9%	10.0	5.0	2.5	2.5	1.0	5.0		2.5	2.5	2.5	7.5	10.0	2.5
14	Car Parking	6%	N/A	7.0	10.0	9.0	9.0	9.5		10.0	10.0	7.0	6.0	3.0	9.0
	Private owners Support														
Total Score			120	101	83.5	102.5	96	97		102.5	89.5	92.5	85.5	85.0	96.5
Weighted Score			8.8	7.4	6.0	7.5	6.6	7.1		6.9	6.5	6.5	5.8	6.9	6.8
Rank			N/A	2	5	1	4	3		1	2	3	4	1	2

6. Further Work

The Rapid Site Appraisal work to date has been focused on a high-level understanding of the sites, reviews of publicly available free information and discussions with key stakeholders to determine a ranking of the specific sites for ferry terminal. From this assessment, it can be seen that with the current criteria, ranking and weighting the Multi Criteria Analysis identifies the following highest ranked locations:

1. Lindisfarne –Sailing Club closely followed by Natone Street
2. Wilkinson Point – GASP Jetty
3. Sandy Bay – Lords Beach. Wrest Point is penalised by no public drop off or private acquisitions/ownership consent (both linked).

The site assessment identified limitations on some of the sites that may be addressed through design development (i.e. through sketch of typical ferry terminal arrangement) including:

- Navigable water depths.
- Environmental exposure.
- Pick up and drop off facilities.
- Public amenities.
- Stakeholder engagement for landowner consent.
- Construction costs.

Given the above it may be suitable to develop more than one preferred site in concept form before site specific studies to allow for consideration of preferred sites. It should be noted that Burbury have developed some concepts at Lindisfarne sites and Lords Beach in Appendix C. In addition, we note that the Department of State Growth has a concept design for both a fixed and floating terminal at Bellerive with intent to see how additional sites can be adapted with the design.

Once the preferred sites have been chosen by Steering Committee, Burbury recommends the following site-specific studies to facilitate the 30% concept design.

Concept design development – Development of site terminal infrastructure design based on Bellerive design development including options to integrate consistent design features into existing structures or as stand-alone structures (site specific). The design development will include integration with the following inputs.

Note: Burbury is working in conjunction with the Architect (Raum Studio) to provide a consistent concept design for all the locations.

Accessibility investigation – based on desktop review of each site for bathymetry, tide, and vessel.

Marine navigation assessment – This would be based on a representative design ferry noted in the FUR and assess navigable access to the site and impact on existing users or surrounds.

Wave climate and water level review – This would be done in desktop form based on known site information. If potential issues are identified, then physical measurements may be recommended or further site-specific studies (i.e. wave climate studies).

Geotechnical & site investigations. - One marine bore hole is recommended for the 30% design at the preferred site.

Note: Although the sites for Sandy Bay and Lindisfarne have not been chosen, geotechnical investigation works have been undertaken for Lords Beach and Lindisfarne Sailing Club due to time constraints and drillers availability.

Sites may also include structural inspections of existing structures that may be incorporated into the concept development or required for demolition so to identify the scope for construction estimates.

Engineering survey for landside will be completed by Veris where integration between land and sea for accessibility is critical.

It is expected that survey information will be available for the existing facilities and so this will be investigated with the council before performing any physical surveys.

Note: Veris have completed landside survey for Wilkinsons Point and Lindisfarne Sailing Club.

Planning assessment – To be performed by All Urban Planning with Burbury as a desktop review for each site based on the planning scheme as well as utilising any historical data of similar marine structures approvals in site specific area.

Aboriginal Heritage Assessment – Aboriginal heritage sites have been identified at Lindisfarne. While it has been assumed that the terminal will be able to be built without direct impact of the sites this will have to be revisited once the 30% design is complete (this will not be included in the 30% design review).

Marine Natural Values assessment – It is likely that this will be required for all sites that require any physical construction in the marine environment. Wilkinsons Point is an existing structure and therefore may not need additional works however this will be reviewed as part of the design development (i.e. may require additional piles for ferry loading, covered walkways, terminal buildings, etc.).

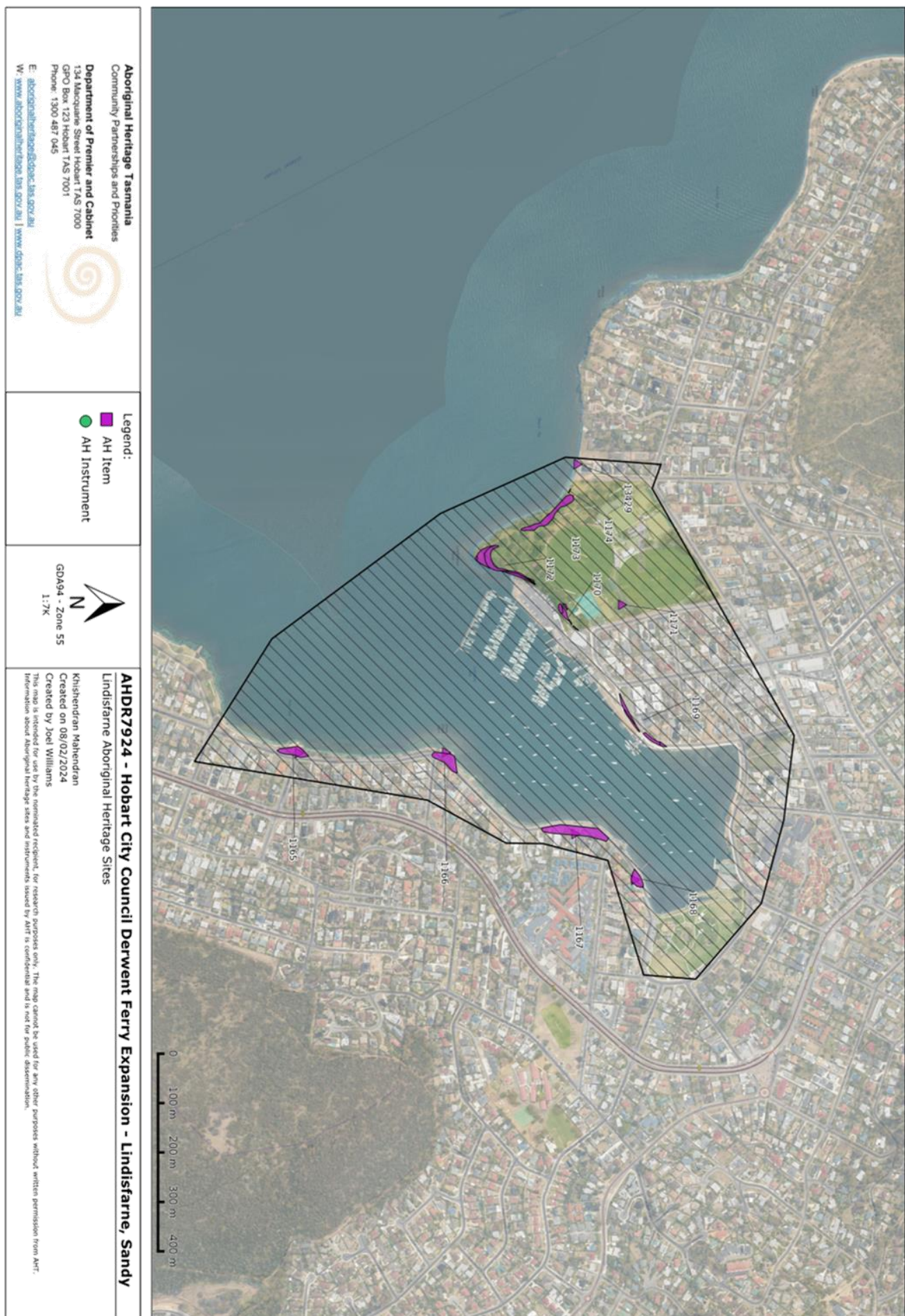
Structural inspection – To be performed in-house. Note only required for existing structures (e.g. Wilkinsons Point) and would be used to assess suitability for the proposed ferry terminal FUR.

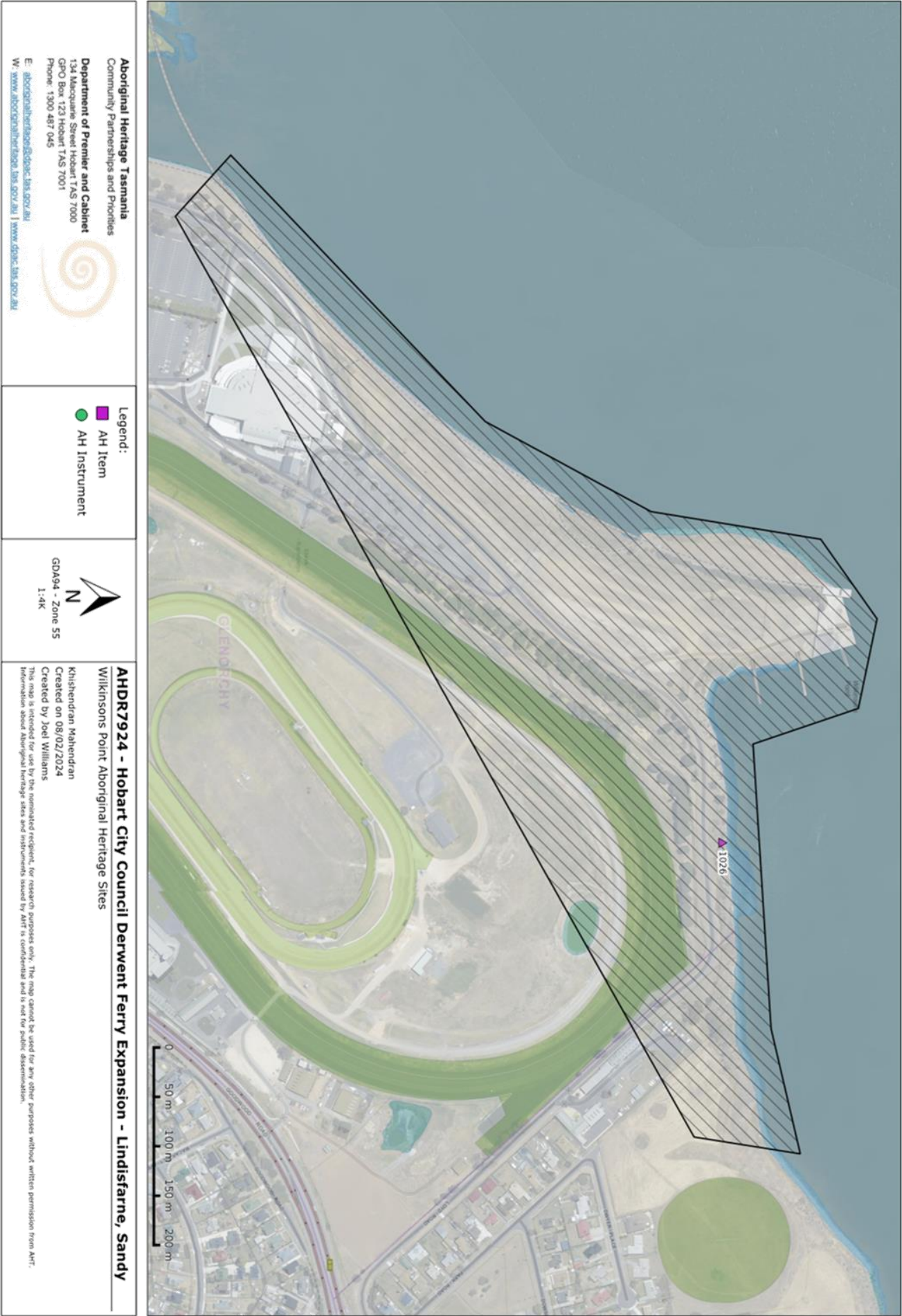
Appendix A Site Option Multi Criteria Assessment

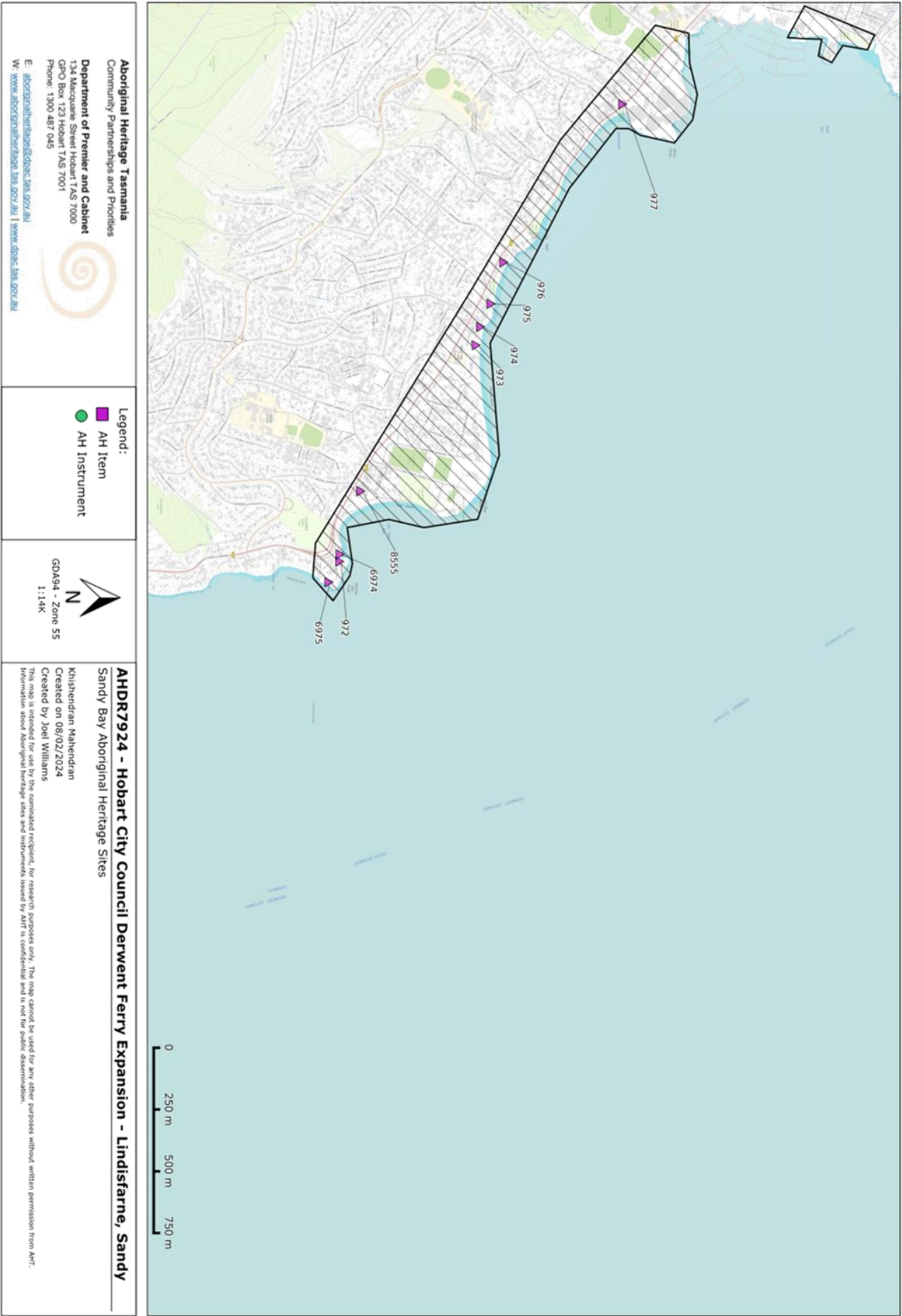
Concept Design: Preliminary Options Analysis

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Appendix B Aboriginal Heritage Site Maps







Appendix C Preliminary Concept Drawings for Lindisfarne and Sandy Bay

DRAWING LIST	
NUMBER	DRAWING NAME
1884 .A001	COVER PAGE
1884 .A005	SITE PLAN, LANDSCAPE OPTIONS
1884 .A007	SITE PLAN, SANDY BAY OPTIONS
1884 .A020	TYPICAL GENERAL ARRANGEMENT PLAN
1884 .A021	TYPICAL SECTIONS, SHEET 1 OF 2
1884 .A022	TYPICAL SECTIONS, SHEET 2 OF 2
1884 .A030	TYPICAL GENERAL ARRANGEMENT PLAN
1884 .A031	TYPICAL SECTIONS, SHEET 1 OF 2
1884 .A032	TYPICAL SECTIONS, SHEET 2 OF 2
1884 .A040	TYPICAL GENERAL ARRANGEMENT PLAN
1884 .A041	TYPICAL SECTIONS, SHEET 1 OF 2
1884 .A042	TYPICAL SECTIONS, SHEET 2 OF 2



3D VIEW - FIXED PLATFORM

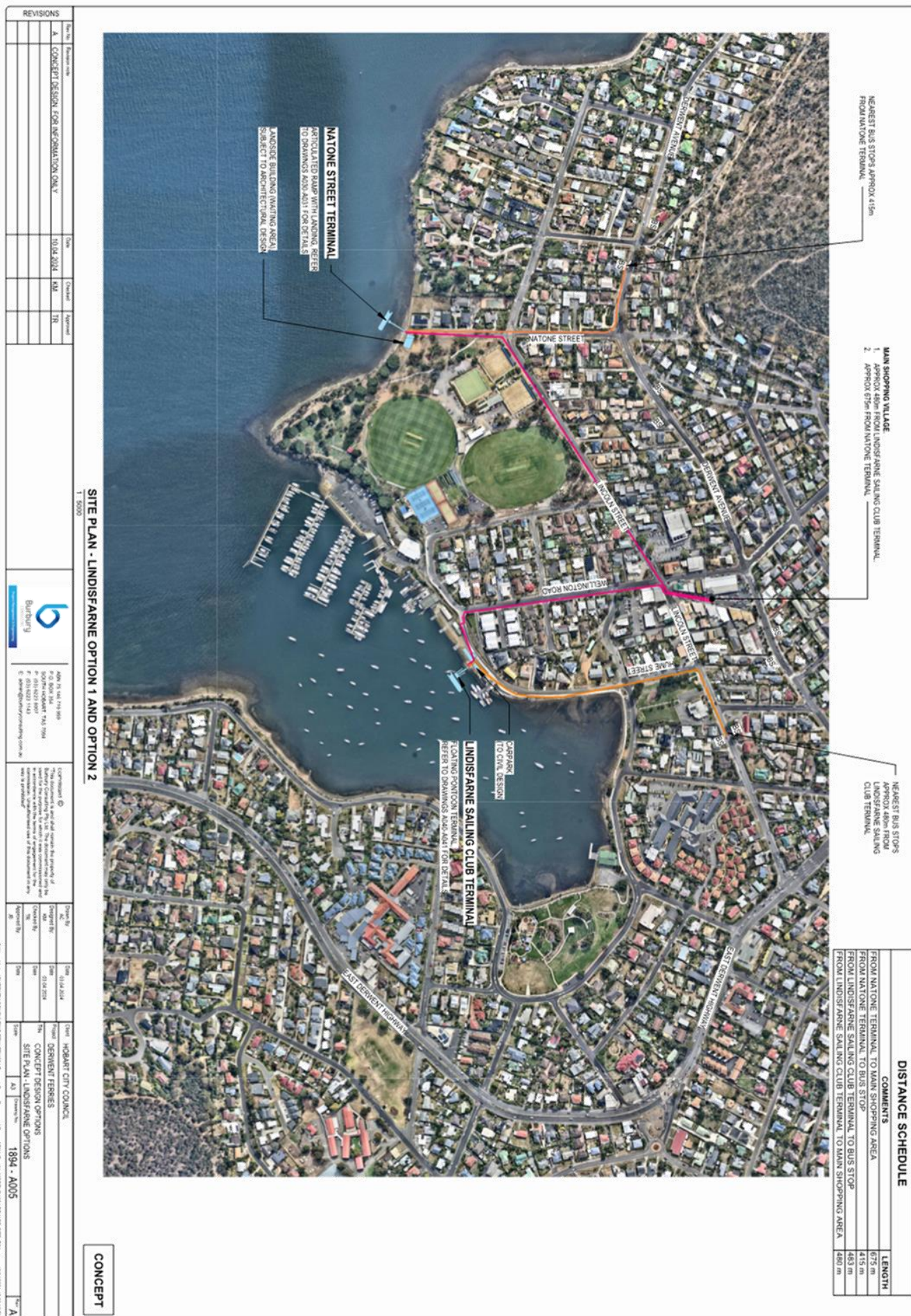


3D VIEW - ARTICULATED RAMP

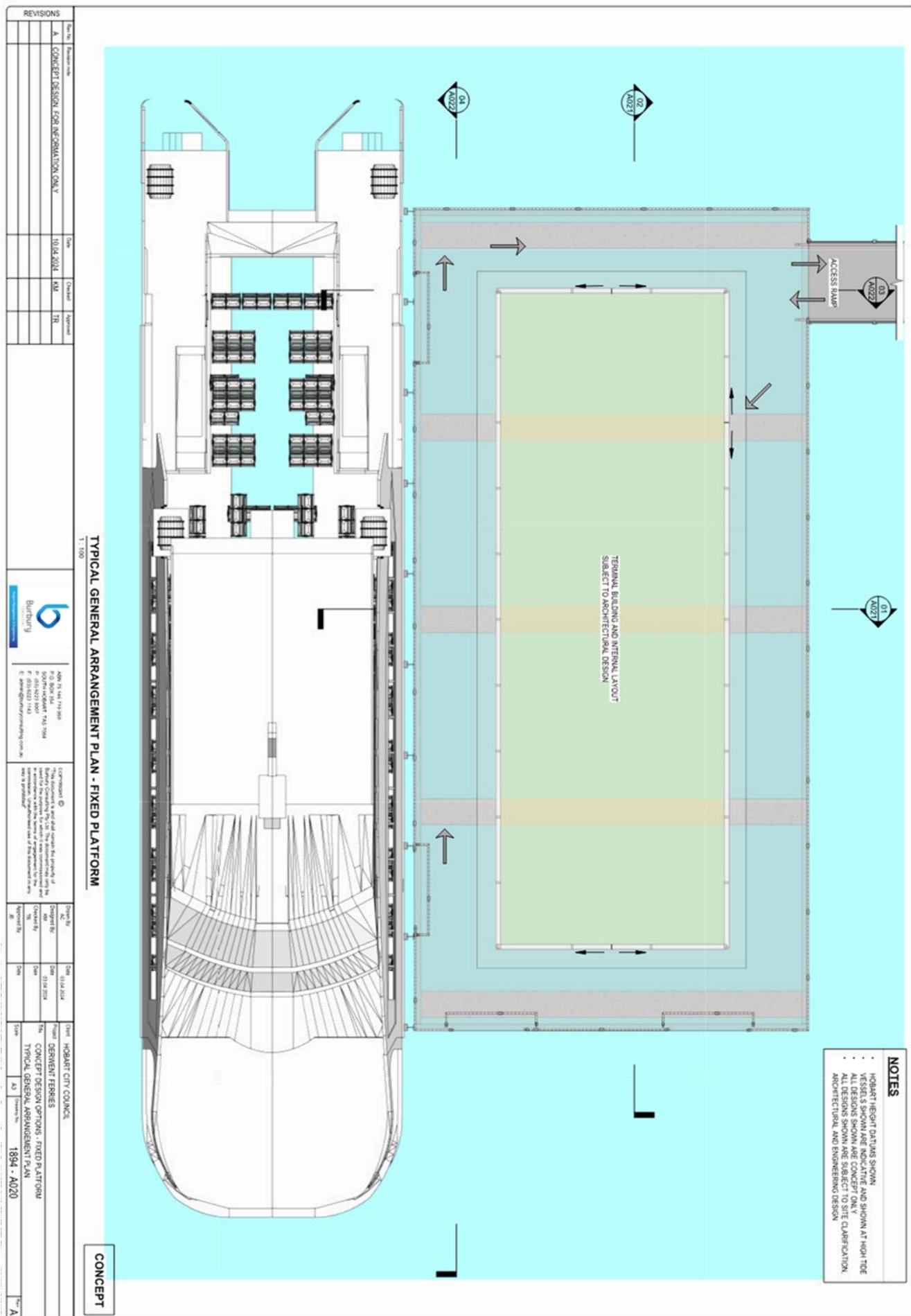
3D VIEW - FLOATING PONTOON

CONCEPT

[illegible]







01 SECTION
A020 1:100

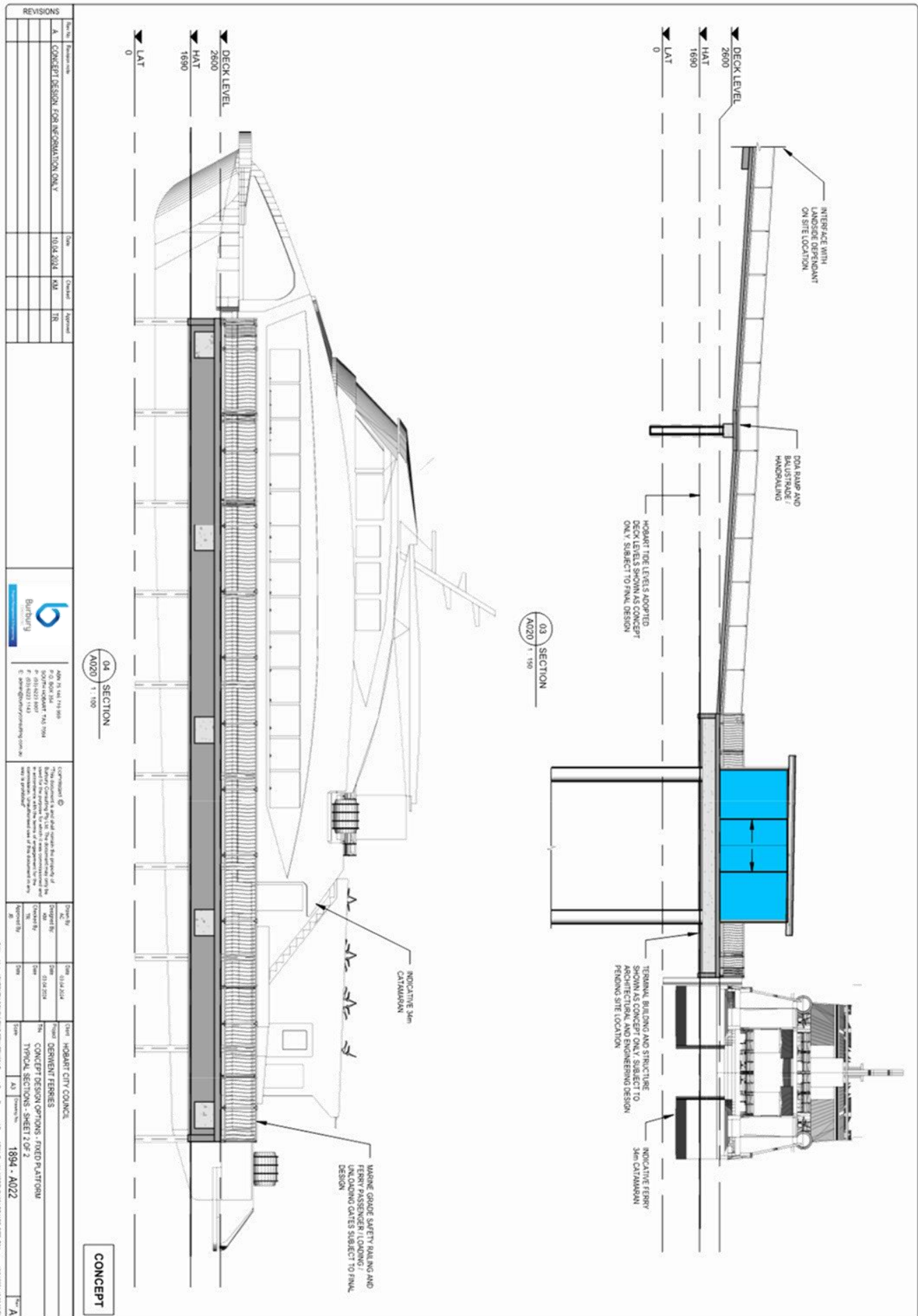
ROOF
FIXED PLATFORM
BUILDING STRUCTURE TO STRUCTURAL DESIGN
CATAMARAN

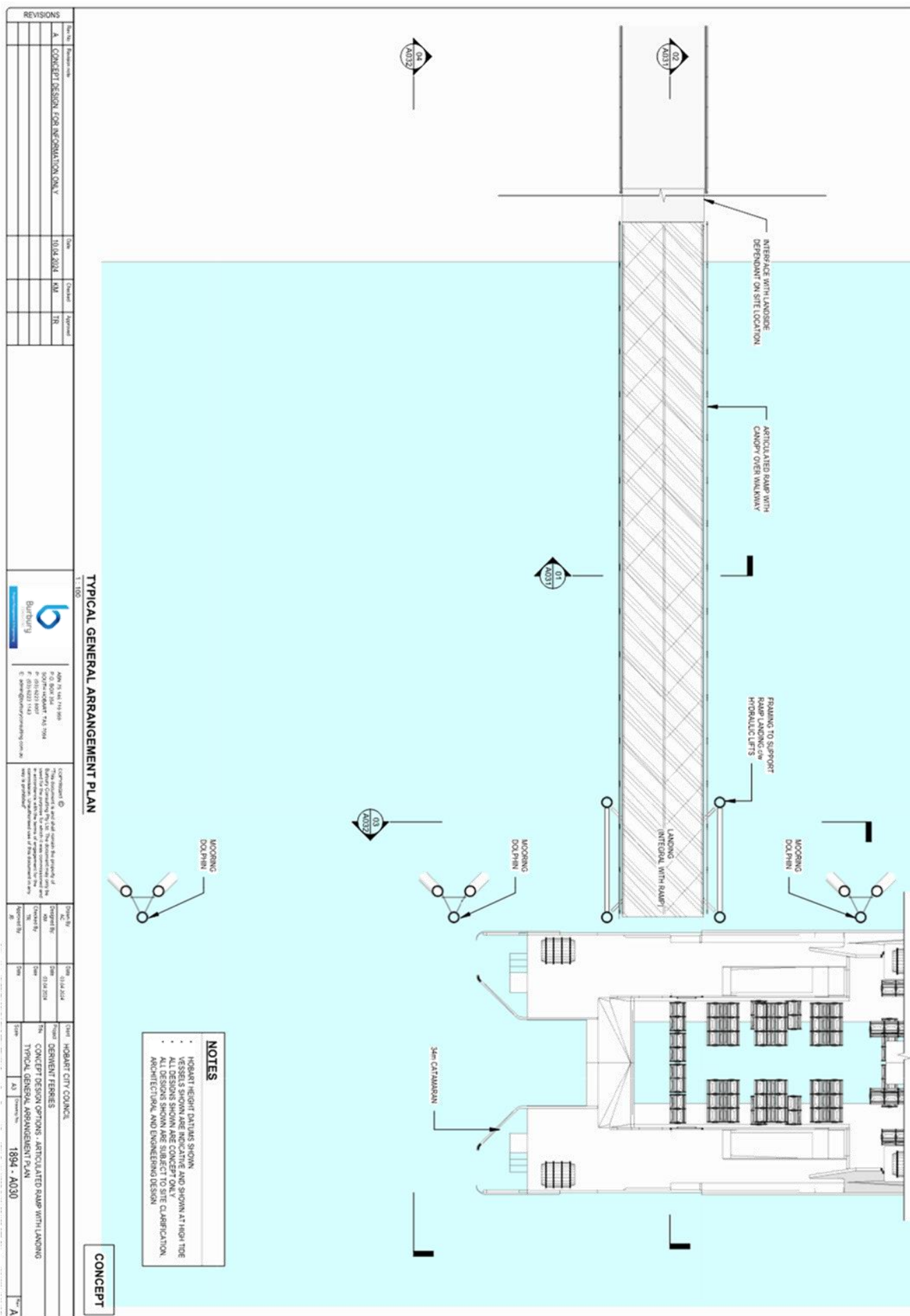
DECK LEVEL
2600
HAT
1690
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02 SECTION
A020 1:100

DECK LEVEL
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SAFETY BALUSTADING AS REQUIRED

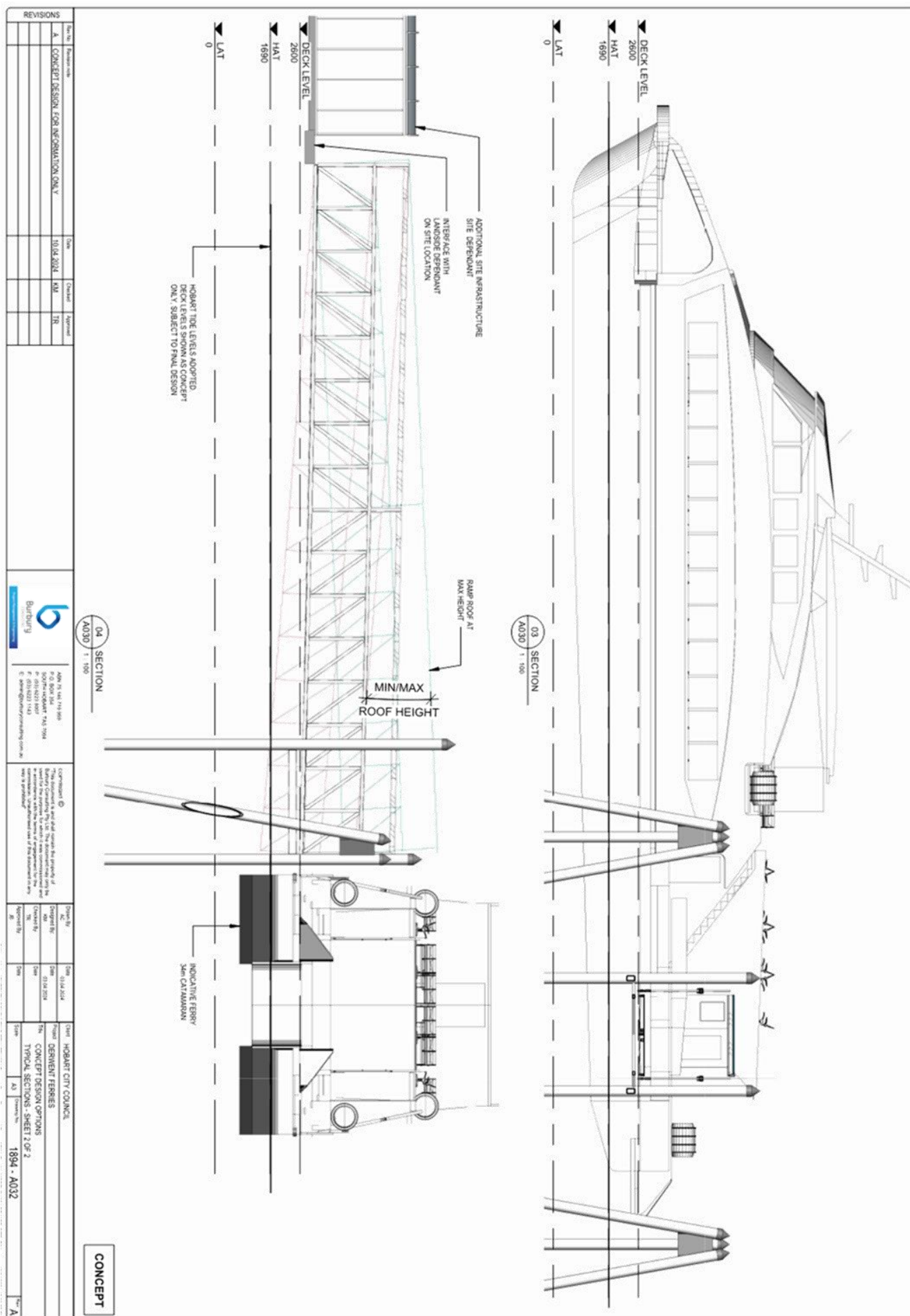


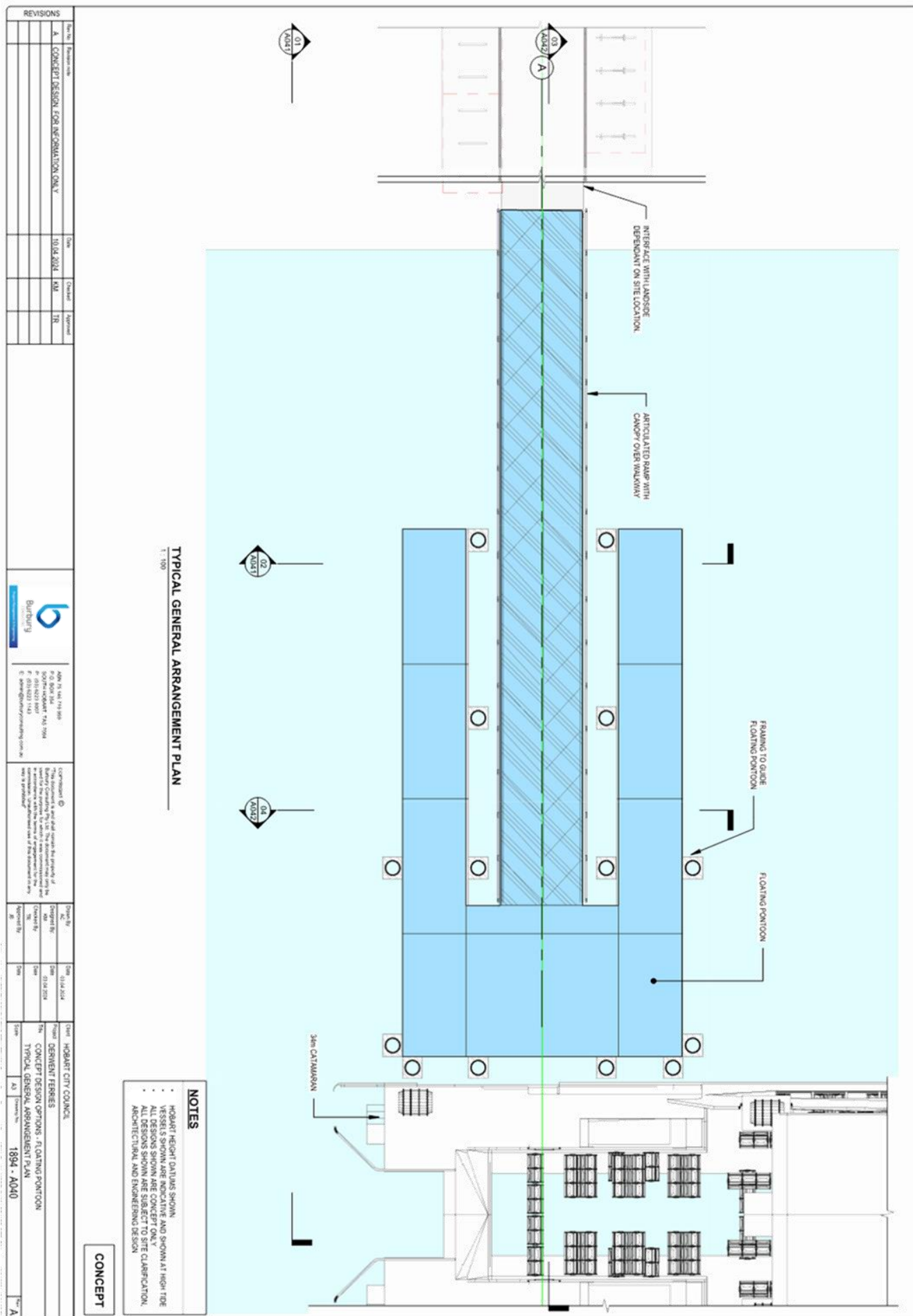


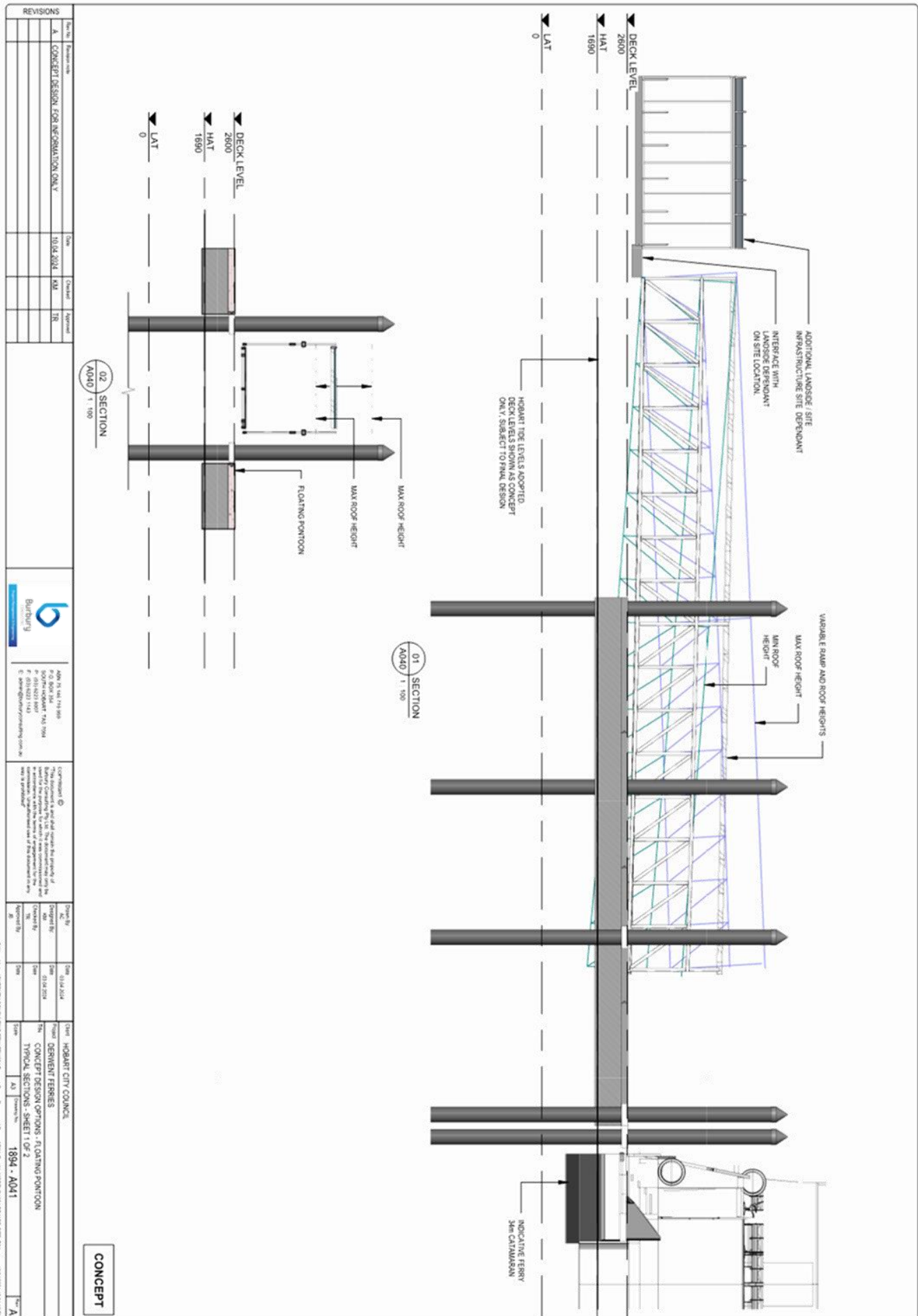
01 SECTION
A030 1:100

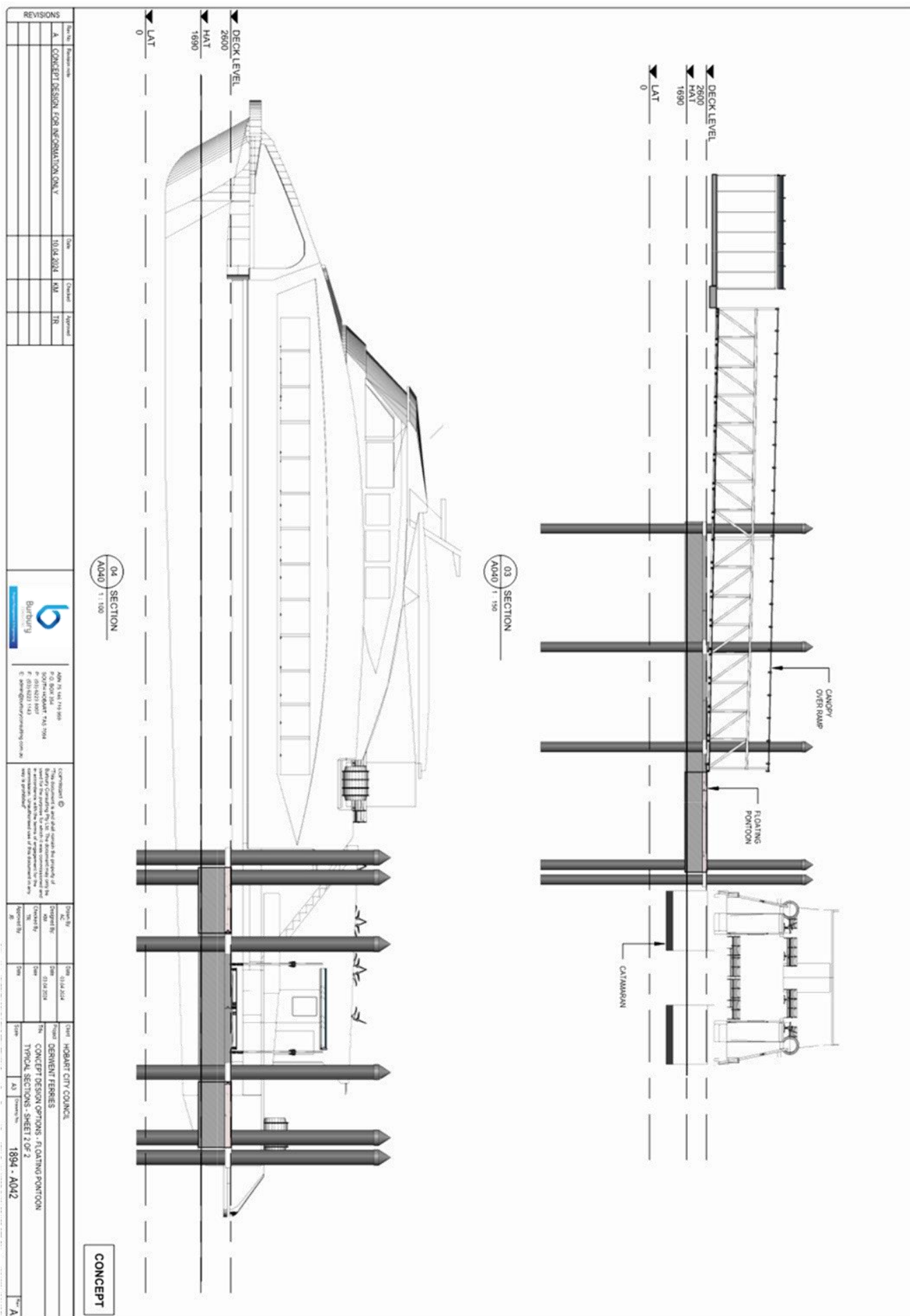
02 SECTION
A030 1:150

CONCEPT









Distribution of preferences											
	ALDERTON, Shane	CREW, Mala	HAUBRICK, Matt	HICKEY, Sue	McCARTHY, Lachlan	STRINGER, Justin	YAXLEY, Russell	Exhausted votes	Formal votes	Absolute majority	Remarks
Count 1, first preferences	2,493	1,365	1,276	9,108	2,044	2,019	4,394		22,699	11,350	
Count 2, votes transferred	214	124	-1,276	198	368	147	95	130			HAUBRICK excluded
Total votes	2,707	1,489	0	9,306	2,412	2,166	4,489	130	22,699	11,285	
Count 3, votes transferred	236	-1,489		300	265	274	232	182			CREW excluded
Total votes	2,943	0		9,606	2,677	2,440	4,721	312	22,699	11,194	
Count 4, votes transferred	447			327	681	-2,440	739	246			STRINGER excluded
Total votes	3,390			9,933	3,358	0	5,460	558	22,699	11,071	
Count 5, votes transferred	1,228			637	-3,358		1,180	313			McCARTHY excluded
Total votes	4,618			10,570	0		6,640	871	22,699	10,915	
Count 6, votes transferred	-4,618			1,291			2,911	416			ALDERTON excluded
Total votes	0			11,861			9,551	1,287	22,699	10,707	HICKEY elected
Percentage				55.39%			44.61%				

Distribution of preferences

	BRANCH- ALLEN, Jenny	CREW, Mala	DI FLORIO, Marilena	GILLIE (SHAW), Deanne	GRAFANAKIS, Aris	HAMASAKI, Nina	HAUBRICK, Matt	McCARTHY, Lachlan	MALONE, Morris	MURRAY, Graham	STRINGER, Justin	Exhausted votes	Formal votes	Absolute majority
Count 1, first preferences	1,517	1,471	2,803	1,495	1,832	3,229	1,020	2,337	2,075	1,613	2,916		22,308	11,155
Count 2, votes transferred	108	62	68	39	40	180	-1,020	136	53	106	150	78		
Total votes	1,625	1,533	2,871	1,534	1,872	3,409	0	2,473	2,128	1,719	3,066	78	22,308	11,116
Count 3, votes transferred	94	-1,533	146	176	170	181		217	97	92	172	188		
Total votes	1,719	0	3,017	1,710	2,042	3,590		2,690	2,225	1,811	3,238	266	22,308	11,022
Count 4, votes transferred	167		290	-1,710	213	248		180	112	138	162	200		
Total votes	1,886		3,307	0	2,255	3,838		2,870	2,337	1,949	3,400	466	22,308	10,922
Count 5, votes transferred	-1,886		269		177	293		249	114	240	267	277		
Total votes	0		3,576		2,432	4,131		3,119	2,451	2,189	3,667	743	22,308	10,783
Count 6, votes transferred			326		229	206		384	397	-2,189	419	228		
Total votes			3,902		2,661	4,337		3,503	2,848	0	4,086	971	22,308	10,669
Count 7, votes transferred			455		-2,661	391		579	334		521	381		
Total votes			4,357		0	4,728		4,082	3,182		4,607	1,352	22,308	10,479
Count 8, votes transferred			565			552		711	-3,182		941	413		
Total votes			4,922			5,280		4,793	0		5,548	1,765	22,308	10,272
Count 9, votes transferred			873			1,073		-4,793			2,429	418		
Total votes			5,795			6,353		0			7,977	2,183	22,308	10,063
Count 10, votes transferred			-5,795			2,727					2,468	600		
Total votes			0			9,080					10,445	2,783	22,308	9,763
Percentage						46.50%					53.50%			



2024 LOCAL GOVERNMENT BY-ELECTIONS

Certificate of Election

Glenorchy City Council

In accordance with the Local Government Act 1993 I have declared the following candidates elected to the position shown below.

Mayor

Elected until the 2026 ordinary elections

Sue Hickey

1 Councillor

Elected until the 2026 ordinary elections

Justin Stringer

A handwritten signature in black ink, appearing to read "P. Moore", written over a horizontal line.

Peter Moore
Returning Officer

Saturday, 22 June 2024



Monthly Financial Performance Report

For the year-to-date ending 31 May 2024

Statement of Comprehensive Income

Glenorchy City Council Financial Report Statement of Comprehensive Income to 31 May 2024					
Year-to-Date (YTD)	Note	2024 Budget \$'000	2024 Actual \$'000	2023 Actual \$'000	2024 Variance Actual to Budget
Operating Revenue					
Rates	1	49,408	49,420	45,823	↑
User charges and licences	2	14,030	14,345	13,259	↑
Interest	3	1,042	1,768	1,031	↑
Grants	4	4,225	4,029	3,610	↓
Contributions - cash	5	38	19	38	↓
Investment income from Tas Water	6	1,629	1,629	1,629	↔
Other income	7	479	542	378	↑
Total Operating Revenue		70,851	71,753	65,768	↑
Operating Expenditure					
Employment costs	8	25,166	24,752	23,095	↓
Materials and services	9	15,670	15,579	14,976	↓
Depreciation and amortisation	10	17,209	15,420	13,461	↓
Finance costs	11	133	142	27	↑
Bad and doubtful debts	13	-	-	-	↔
Other expenses	14	6,304	6,044	7,530	↓
Total Operating Expenditure		64,482	61,937	59,090	↓
Total Operating Surplus/(Deficit)		6,369	9,817	6,679	↑
Non-Operating Revenue					
Contributions – non-monetary assets	15	-	-	3,396	↔
Net gain/(loss) on disposal of property, infrastructure, plant and equipment	16	(208)	148	(701)	↑
Capital grants received specifically for new or upgraded assets	17	8,614	7,080	8,133	↓
Contributions –monetary	18	128	150	-	
Total Non-Operating Revenue		8,534	7,378	10,829	↓
Non-Operating Expense					
Assets written off	12	-	-	(403)	↔
Total Non-Operating Expense		-	-	(403)	
Total Surplus/(Deficit)		14,903	17,195	17,507	↑

Operating Revenue

Year-to-date operational revenue is \$71.753m compared to budgeted operational revenue of \$70.851m. This represents a favourable result of \$0.903m or 1.3% against budget.

Note 1 – Rates Revenue

Favourable against the year-to-date \$49.408m budget by \$12k, noting minor variances for charitable remissions, penalty and interest.

Note 2 – User Charges and Licences Revenue

Favourable against the year-to-date \$14.030m budget by \$315k, noting increased property services lease and licences of \$181k, landfill operation fees of \$107k and planning fees of \$98k.

Note 3 – Interest on Investments

Favourable against the year-to-date \$1.042m budget by \$725k.

Note 4 – Operating Grants

Unfavourable against the year-to-date \$4.224m budget by \$195k, noting part of the Financial Assistance Grant prepaid in 2022/23 will not be received in 2023/24, however may be made up if the 2024/25 grant is prepaid.

Note 5 – Contributions - Cash

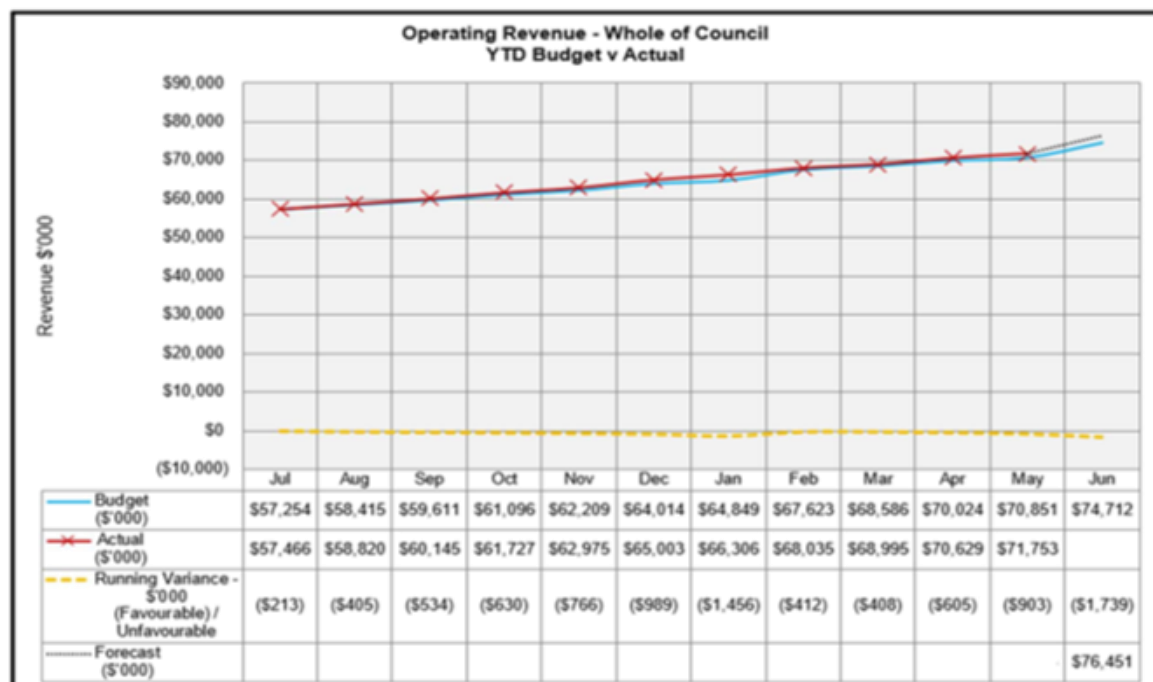
Unfavourable against the year-to-date \$38k budget by \$18k, noting no cash-in-lieu for open space or car parking has been received against planning permits to date.

Note 6 – Tas Water Income

On track noting three dividend payments totalling \$1.629m have been received.

Note 7 – Other Income

Favourable against the year-to-date \$478k budget by \$64k, noting higher royalty payments for gas extraction at the landfill \$20k and insurance claim refunds of \$21k and miscellaneous revenue including copies of drainage plans, dog release fees and child care inclusion support subsidy.



Operating Expenditure

Year-to-date operational expenditure is \$61.937m compared to budgeted expenditure of \$64.482m. This represents a favourable result of \$2.545m or 3.9% against budget.

Note 8 – Employment Costs

Favourable against the year-to-date \$25.166m budget by \$414k, representing position vacancies.

Note 9 – Materials and Services Expenditure

Favourable against the year-to-date \$15.670m budget by \$90k, noting various over/under expenditures across many cost centres including software implementation, unspent grants, works centre programs and waste management .

Note 10 – Depreciation and Amortisation

Favourable against the year-to-date \$17.209m budget by \$1.788m, noting this amount is interim pending the end of year reconciliation of all asset classes and will change during the audit.

Note 11 – Finance Costs

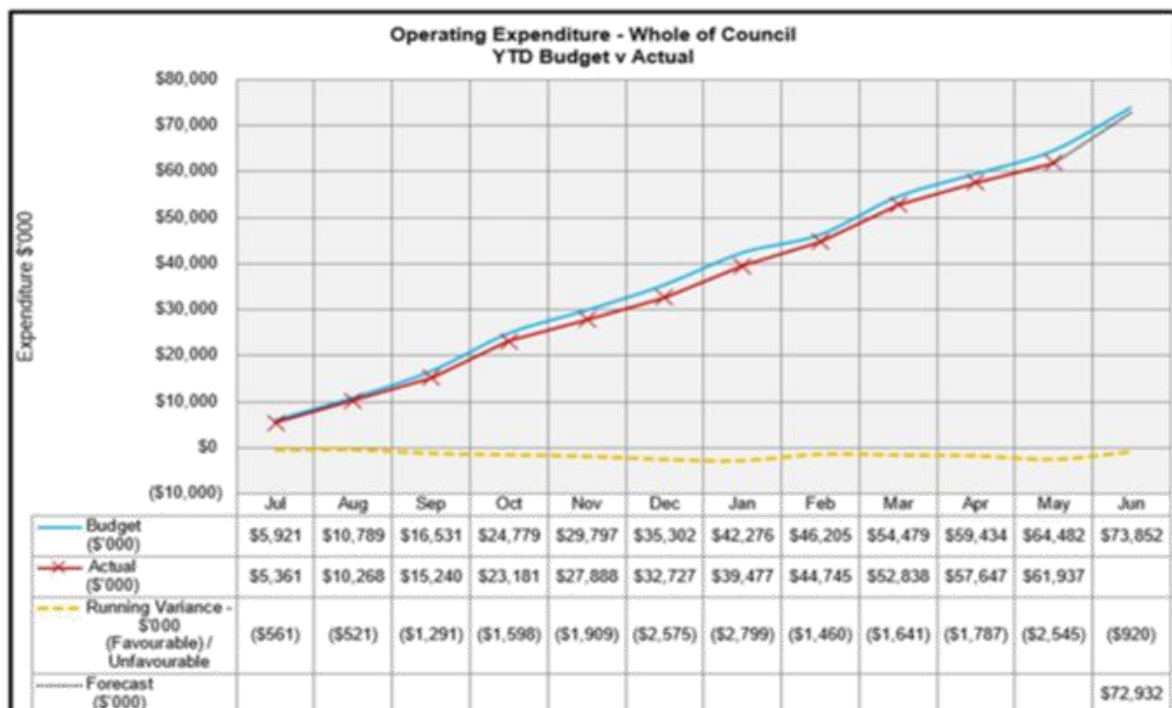
Unfavourable against the year-to-date \$133k budget by \$8k, noting June loan repayments were paid in May.

Note 13 – Bad and Doubtful Debts

No bad or doubtful debts identified this year to date.

Note 14 – Other Expenses

Favourable against the year-to-date \$6.304m budget by \$259k, noting this amount is interim pending the end of year reconciliation of fleet lease paid from the operating statement and will change during the audit.



Non-Operating Revenue

Note 15 – Contributions – Non Monetary Assets

No non-monetary assets have been received to date against an annual budget of \$3.500m, noting a reconciliation of YTD non-monetary contributions will be undertaken on 30 June.

Note 16 – Gain or Loss on Disposal of Assets

Favourable against the year-to-date \$208k budget loss by a \$148k gain, noting upfront expenditure for properties identified as being eligible for disposal \$113k, less sale proceeds received in the changeover of plant, fleet and ICT equipment of \$261k.

Note 17 – Capital Grants

Unfavourable against the year-to-date \$8.614m budget by \$1.533m, noting the federal funded North Chigwell redevelopment is being carried forward to next year. The final \$300k grant payment for Giblins Playspace will be paid upon completion of the acquittal audit.

Note 18 – Contributions - Monetary

Favourable against the year-to-date \$128k budget by \$22k, noting contributions have been received for Bellette Place \$19k and 551 Main Road \$3k.

Non-Operating Expenditure

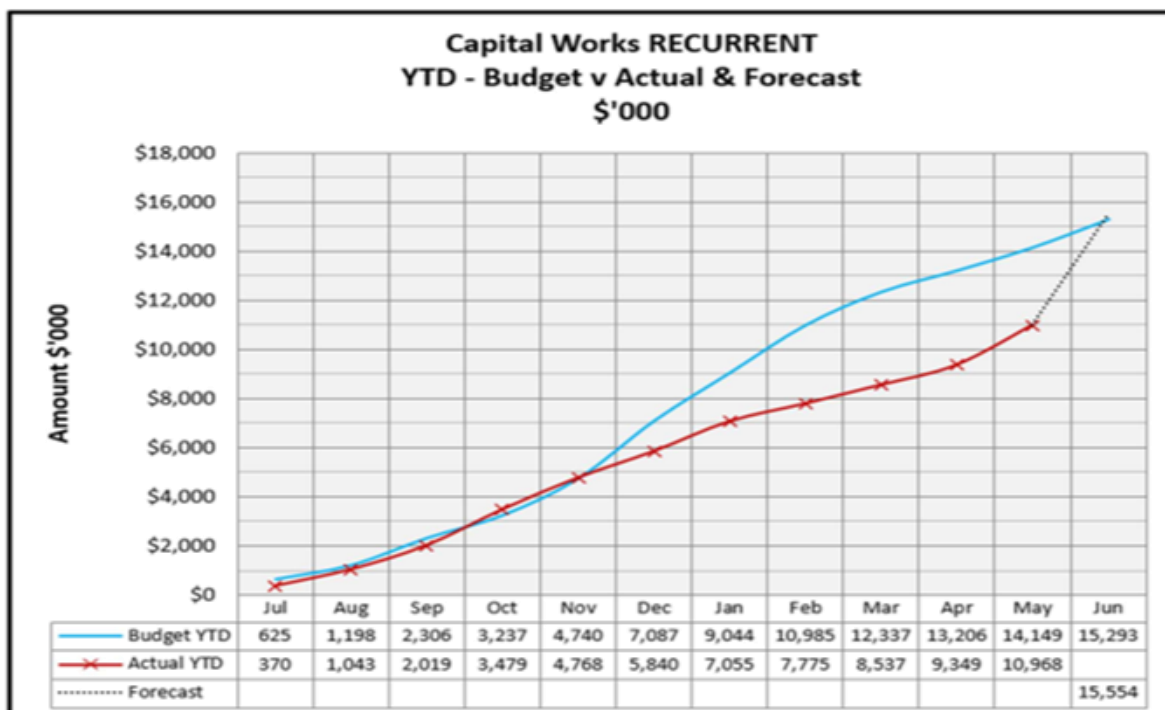
Note 12 – Assets Written Off

No assets have been written off to date against an annual budget of \$1.920m, noting a reconciliation of YTD non-monetary contributions will be undertaken on 30 June.

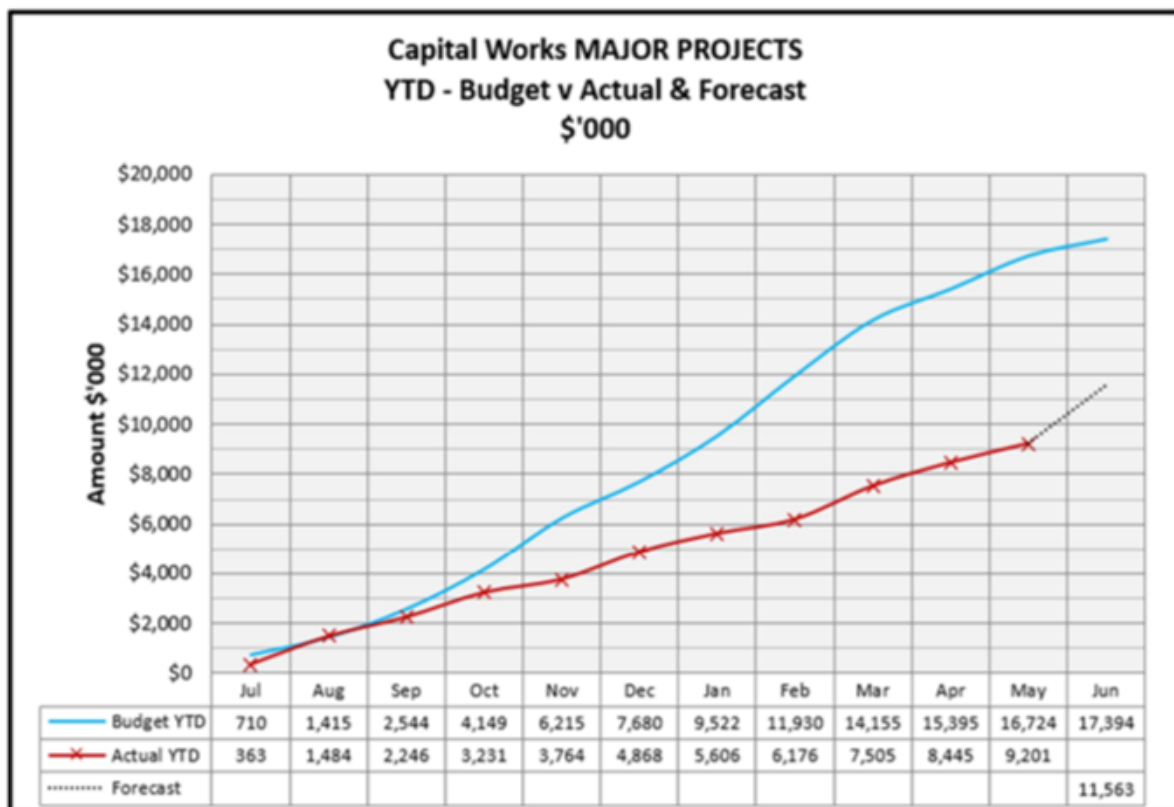
Capital Works

Year-to-date Capital Works expenditure is \$20.169m against a combined annual budget of \$32.686m and a combined annual forecast spend of \$27.117m. At the end of May, \$10.968m or 72% of the annual recurrent budget has been expended on recurrent projects and \$9.201m or 53% of the major projects budget has been expended.

Capital Program – Recurrent



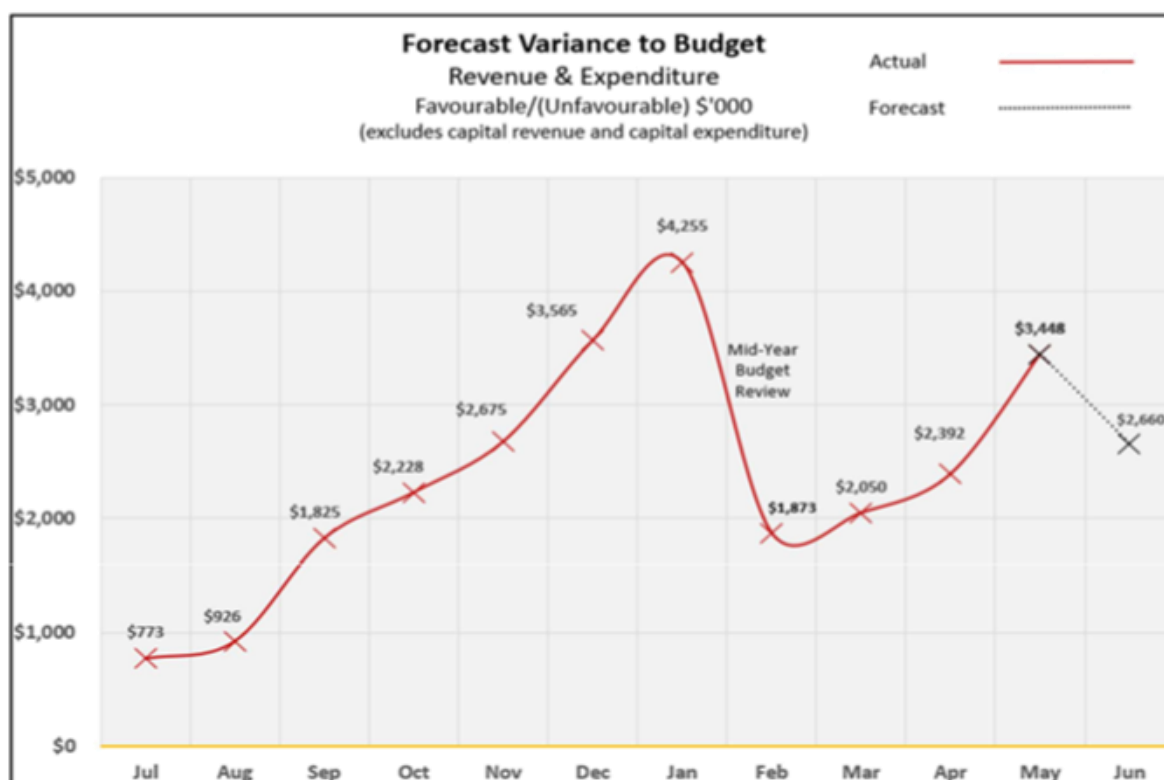
Capital Program – Major Projects*



*The following projects form the Major Projects capital works program:

Project	YTD Actual	ANNUAL Budget	ANNUAL Forecast
101059 - CSR - KGV Soccer - Design & Construction	\$1,627,887	\$2,500,000	\$1,877,887
101246 - Grant - Giblins Reserve Play Space	\$1,930,647	\$2,500,000	\$1,936,647
101250 - Grant - North Chigwell Football and Community Facility	\$163,164	\$4,000,000	\$613,164
101282 - Grant - Montrose Foreshore Park Skatepark	\$354,821	\$0	\$354,821
101517 - Upgrade Interchange Facilities at KGV Oval for GDFC	\$185,905	\$145,000	\$185,905
101518 - Upgrade to the Claremont Junior Football Clubrooms	\$0	\$0	\$0
101519 - New Lighting at Cadbury Oval	(\$107)	\$0	(\$107)
101536 - Tolosa Park Dam Rehabilitation	\$1,855,362	\$3,195,000	\$2,690,362
101767 - Relocation of Terry Street to Chambers	\$497,956	\$200,000	\$497,956
101914 - MP - Benjafield Playground Renewal	\$1,272,429	\$1,234,138	\$1,272,429
101915 - Grant - Playground Renewal - Federal	\$624,295	\$1,680,748	\$924,295
101916 - Benjafield Childcare Centre Stage 1 - Sleep Area	\$32,580	\$700,000	\$82,580
101917 - Benjafield Childcare Centre Stage 2 - Amenities	\$0	\$580,000	\$0
101930 - Eady St Sportsfield Lighting	\$127,020	\$0	\$127,020
101931 - Mountain Bike Renewal	\$245,639	\$0	\$245,639
101953 - Municipal Revaluation 2024	\$59,250	\$395,000	\$395,000
101954 - Multicultural Kitchen	\$29,343	\$164,000	\$164,343
101956 - Cadbury Changerooms	\$195,131	\$100,000	\$195,131
TOTALS	\$9,201,323	\$17,393,886	\$11,563,073

Operating Forecast to 30 June 2024



Note 1: The data in this chart is a compilation of actual, budget and forecast revenue / expenditure. It is recalculated each month to ensure it represents the most up-to-date analysis of Councils financial position which may result in differences to previously reported charts.

Adjustments to amounts previously reported

There are instances where ledger adjustments are required in respect of amounts reported in prior periods. These adjustments will be visible when comparing this report against previously presented Financial Performance Reports.

COUNCIL POLICY

FINANCIAL HARDSHIP POLICY



PURPOSE

The purpose of this policy is to help ratepayers and members of the community who are suffering financial hardship by providing relief from the requirement to pay Council ~~R~~ates, ~~F~~ees and ~~C~~harges.

SCOPE

This policy applies to a person, ~~or business, not-for-profit or community group~~ who is responsible for the payment of ~~R~~ates, ~~fees or and C~~harges ~~or Council Fees (as defined below) but does not have the financial capacity to do so and is assessed as being in genuine financial hardship.~~

This policy applies to ~~R~~ates payable for a ratepayer's principal place of residence or commercial or industrial properties. It ~~will also apply~~ to Council ~~fees and charges~~ other than ~~R~~ates such as ~~for example~~, dog registration fees, fines, or application fees.

~~This policy does not apply to Council facility hire fees.~~

Commented [PG1]: There is no other Policy that deals with these. Suggest delete.

STRATEGIC PLAN ALIGNMENT

Making Lives Better

Objective 1.1 — Know our communities and what they value

Strategy 1.1.1 — Guide decision-making through continued community engagement based on our community plan

Leading Our Community

Objective 4.1 — Govern in the best interests of our community

Strategy 4.1.1 — Manage Council for maximum efficiency, accountability and transparency

Strategy 4.1.3 — Maximise regulatory compliance in Council and the community through our systems and processes

Objective 4.2 — Prioritise our resources to achieve our community's goals ~~We responsibly manage our community's resources to deliver what matters most~~

Strategy 4.2.1 — Deploy the Council's resources effectively to deliver value while being financially responsible.

RELATED DOCUMENTS

Nil

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STATUTORY REQUIREMENTS

~~Sections 125 and 126 of the~~ The Local Government Act 1993 (the Act) sets out the circumstances in which a Council can consider an application for ~~deferral~~postponement or ~~waiver~~remission of rates, ~~fees and charges and~~



September 2022 May 2024

penalty interest. This Policy must be read in conjunction with these the relevant sections of the Act and does not take precedence over them.

1-Other Council policies may set processes and procedures relating to the remission, waiver or reduction of fees and charges other than Rates. Please contact Council for further information

Acts	<u>Local Government Act 1993 (Tas)</u> <u>Valuation of Land Act 2001 (Tas)</u>
Regulations	N/A
Australian/International Standards	Rates and Charges Policy <u>Postponement of Rates Policy</u>

DEFINITIONS

Payer means a person or business who is responsible for the payment of Rates and/or Fees and Charges charged by Glenorchy City Council. This may be the owner of the property or could also be a person renting the property if the rental agreement requires that person to pay the Rates.

'Application fees' includes any fees charged by council to initiate a transaction for services with a payer.

'Fees and Charges' includes dog registration fees, various application fees (excluding facility hire fees statutory and advertising fees), fines and other Council charges that do not appear on the Rates Notice.

'Genuine financial hardship' is when the Payer is genuinely unable to pay their bills or meet other financial obligations.

'Payer' means a person, business, not-for-profit or community group who is responsible for the payment of rates, fees or charges imposed by Glenorchy City Council. This includes the owner of a property or a person renting the property if the rental agreement requires that person to pay the rates.

'rate' under this policy means any charge that appears on a Rates Notice. This includes:

- general rate (the 'cents in the dollar' amount charged for a property),
- the service charges that Council levies to pay for garbage, recycling and FOGO bin collection, and
- any interest or penalties that Council can charge if the rates are not paid on time (including any costs that Council would charge for the recovery of overdue rates).

'remission' means a full or partial cancellation of rates, a fee or penalty that has been imposed by council,

'relief' means a full or partial reduction of rates, a fee or penalty that has been imposed by council,

•

Commented [PG2]: S125 and S126 does not include waiver. S129 provides the head of power for remission rates. S207 covers the remission of fees and charges other than rates.

Also some wording change to be consistent with the language in the LGA.

Commented [PG3]: Was in original 2019 version and never removed/updated. There are no other policies or processes dealing with these. Suggest delete.

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Commented [PG4]: Don't seem to have this anymore

Commented [MY5]: Please provide a definition for Application Fees

Commented [LB6]: What is a 'statutory' fee? What distinction here with 'fees and charges' that can be waived?

Commented [PG7R6]: @Lyndal Byrne - Stat fees are the two building levies, waste levy etc, set by the State

Commented [PG8]: Moved from below

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Commented [MY9]: Please provide a definition for Remission

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Commented [MY10]: Please provide a definition for

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September 2022 May 2024

POLICY STATEMENT

Introduction

Council ~~invokes~~~~imposes~~ ~~R~~ates, ~~F~~ees and ~~C~~harges to ensure that it can provide services to the community and comply with its obligations ~~as the local government for the Glenorchy City~~ under the Act. However, Council recognises that sometimes ~~a person's personal~~ financial circumstances mean that it is appropriate for Council to grant that ~~person-Payer's~~ relief from the payment of ~~R~~ates, ~~F~~ees and ~~C~~harges.

In determining when it is appropriate to grant relief from payment of ~~R~~ates, ~~F~~ees and ~~C~~harges, Council must balance the requirement to raise enough revenue to provide services to the community with its need and desire to show compassion to its community members and ensure that everyone can access Council's services, irrespective of their financial position.

Who does this policy apply to?

This Policy applies to a ~~person-or-business~~~~Payer~~ who is responsible for the payment of ~~R~~ates, ~~F~~ees and ~~C~~harges (the Payer) ~~who has and~~ ~~makes~~ an application for assistance under this Policy.

How does Council determine ~~What is~~ 'genuine financial hardship'?

To be eligible to receive assistance under this policy the Payer must be experiencing ~~'genuine financial hardship'~~.

~~Council will only consider granting rate relief under this policy to the Payer who is found to be suffering genuine financial hardship.~~

~~'Genuine financial hardship' is when the Payer is genuinely unable to pay their bills or meet other financial obligations.~~ The Payer will not be in genuine financial hardship if it is simply inconvenient for them to pay their ~~R~~ates, ~~F~~ees or ~~C~~harges or other bills.

Council will only consider granting ~~rate~~ relief under this policy to the Payer who is found to be suffering genuine financial hardship.

~~What are 'Rates'?~~

~~Under this policy, a Payer who is responsible for the payment of Rates can apply for relief from the payment of 'Rates'.~~

~~The term 'Rates' under this policy means any charge that appears on a Rates notice. This includes:~~

- ~~• general rates (the 'cents in the dollar' amount charged for a property);~~
- ~~• the service charges that Council levies to pay for garbage, recycling and FOGO bin collection; and~~
- ~~• any interest or penalties that Council can charge if the Rates are not paid on time (including any costs that Council would charge for the recovery of overdue rates).~~

~~What~~ ~~What are Council Fees and Charges?~~

Commented [PG11]: Yes for rates but not so for the remission of application fees, so deleted here and clarified later in the policy.

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Commented [PG12]: This is a definition and has been moved above.

Commented [PG13]: Not required as covered under definitions above.



September 2022 May 2024

A Payer who is responsible for the payment of Fees and Charges can apply for relief from paying such fees and/or charges such as dog registration fees, application fees, fines or other Council charges that do not appear on Rates Notices.

The types of help can that Council provide? can give

Rates (S 90 & S 93 LGA)

A Payer of Council Rates who believes they are suffering genuine financial hardship can apply to Council for either:

- deferral/postponement of the payment of Rates (i.e. paying Rates after they would normally be due),
- waiver/remission of Rates, in-part (i.e. not being required to pay some of the Rates bill), or
- waiver/remission of interest, penalties and legal charges invoiced in respect of a Rates bill, in-part or in-full (i.e. not being required to pay any extra fees that Council may have charged for the Rates not being paid on time).

A Payer responsible for Council Rates can apply for one or more of the above types of relief when making an application.

Council fees and charges (S 205 LGA)

A Payer of Council Fees and/or Charges who believes they are suffering genuine financial hardship, or meets the criteria specified below, can apply to Council for:

- deferral/postponement of the payment of the Fees and Charges after they would normally be due, or
- remission (either fully or partially) of the payment of fees and charges, waiver of interest, penalties and legal Fees and Charges, in-part or in-full (i.e. not being required to pay any extra fees that Council may have charged for the Fees and Charges not being paid on time).

A Payer responsible for payment of Fees and Charges can apply for one or more of the above types of relief when making an application.

Criteria for eligibility for the remission of fees and charges

Fees and charges may be remitted (either fully or partially) if at least one of the following circumstances applies:

- where the remission of the fee or charge is requested by a not-for-profit or community group in connection with a community purpose in the municipality (for example, the fee for using a Council facility to host a charitable event). Organisations/groups that are fully funded by government or derive revenue from commercial operations are not eligible for any type of will generally not be considered for remission,
- to rectify a processing or administrative error made by Council,
- in taking action to take action to reduce or mitigate a potential liability of the Council that arises from a planning, building or plumbing application,

Commented [PG14]: Includes a change recommend MJ

Commented [PG15]: Wording change to be consistent with the LGA

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Commented [MY16]: Luke Chiu: Think that needs to be softened to may not.

For example we sometimes get hall bookings for a fundraiser (e.g. guide dogs) where all funds raised go the club but the organisation that is running the charity event is the guide dogs and might be funded elsewhere.



September 2022 May 2024

- to resolve a situation where Council has caused or contributed inadvertently to ~~planning, building or plumbing~~ fees or charges or related costs being unnecessarily incurred by an applicant the Payer.

Fees and charges that should be reasonably expected in the usual operation of the individual's or organisation's activities will generally not be considered for remission.

How to make an application?

The Payer seeking relief under this Policy can apply to Council by completing an application form and describing why they are in genuine financial hardship for rates relief, or how they meet the criteria for the remission of non-rate fees and charges.

The application form will be available on Council's website (www.gcc.tas.gov.au) and will also be able to also be collected in person from Council's Chambers.

The forms can be submitted to Council by email (to: gccmail@gcc.tas.gov.au) or can be given to our Customer Service Staff at Council's Chambers.

Applications for the remission of fees and charges that relate to a planning, building or plumbing application can be made retrospectively for a maximum of 30 days after the application fees have been paid.

Council staff will contact the applicant once an application is received to advise how long it will take to assess, and if there is any other information required.

Evidence of genuine financial hardship

If a person-Payer makes an application for relief under this policy, Council may ask the person-Payer to provide evidence that they are suffering from genuine financial hardship.

Evidence that Council may ask for may include:

- documents which show that the Payer responsible for the payment of Rates, Fees and Charges has sought help from a financial counsellor (such as a receipt from a booking with a financial counsellor),
- a statutory declaration from an someone who is familiar with the Payer's circumstances (family doctor, bank officer etc), or
- bank statements, medical certificates, or other documentary evidence that demonstrates the circumstances that have caused or are symptomatic of the Payer's genuine financial hardship.

If Council staff need more evidence to support an application by the Payer, they will explain exactly what they require and why they need it to decide an application.

How will applications be decided by Council?

When deciding whether to approve an application for rate relief under this policy, Council officers will consider

- the information about the Payer's financial circumstances that has been provided on the application form,
- any supporting evidence that has provided by the applicant, Payer, and
- any other relevant information or circumstances.

Commented [MY17]: Luke Chiu: These could be any really. E.g. a Hall wasn't cleaned so wasn't able to be booked.

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Commented [LC18]: Perhaps consider adding some like this too so that we don't get flooded.

Commented [PG19]: Capital R from MJ

Commented [LB20]: Is this supposed to be underlin

Commented [PG21R20]: @Lyndal Byrne yes it's a subheading 😊



September 2022 May 2024

Council may refer an application to for assessment by an independent accredited financial counsellor if it deems this to be necessary.

~~Decisions are to be assessed against a set of guidelines, to be approved by the General Manager.~~

~~When deciding whether to remit fees or charges the Council officers will consider:~~

- ~~• whether the remission is for a purpose permitted under this policy,~~
- ~~• the merits of the request,~~
- ~~• the amount of fees or charges to be remitted and consequent impact on Council's revenue,~~
- ~~• the administrative processing costs already borne by Council,~~
- ~~• the precedent which might be set if the fees or charges are remitted, and~~
- ~~• the likely liability consequences for Council if the fees or charges are not remitted or rebated,~~
- ~~•~~

~~Who makes decisions?~~

~~Decisions on applications for the deferral or waiver of Rates, fines and charges or the write-off of interest and legal charges are to be made by:~~

- ~~• for amounts less than \$2,500 – Council's Chief Financial Officer, and~~
- ~~• for amounts over \$2,500 – Council's Director Corporate Services.~~

~~The above decisions are subject to the General Manager's endorsement in accordance with s.22(2) Local Government Act 1993.~~

Delegations

~~s.22(2) of the Local Government Act 1993 provides that the General Manager may not sub-delegate the postponement of rates and charges or remission of fees, rates or charges. Therefore, all delegate decisions under the Policy are required to be made by the General Manager.~~

~~A Council officer must not grant any postponement or remission unless they have been formally delegated the power by the General Manager.~~

What happens if an application is approved?

~~If an application for relief from an ongoing fee or charge under this policy is approved (e.g. rates or dog registration), it will be valid for a maximum period of 12 months.~~

~~If an application for relief under this policy is approved, it will be valid for a period of 12 months.~~

At the end of the 12 months, a new application will need to be submitted which will need to showing that the person or business who is responsible for the payment Payer of Rates, Fees and Charges is still suffering from genuine financial hardship.

Commented [PG22]: None have been developed th
To be transparent if further guidance is provided it sho
included here in this policy.

Commented [LB23]: Assuming this is council officer
- not the Council (elected members)

Commented [PG24R23]: @Lyndal Byrne thank you
correct

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cm

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numbering

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cm

Commented [PG25]: Suggest delete and make sure
separate delegations are in place. Replace with "Deleg

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Commented [PG26]: Added by MJ

Commented [PG27]: End of sentence deleted by M

Commented [RK28]: Luke, how do you feel about th
examples like MCOT? Or should we have a separate lin
there for per application for Property?

Commented [LC29R28]: Good point this line doesn
really work now that the scope is broadened. If we wa
fee for a hall hire for an event they don't get if for a ye
Have suggested alternative wording.



September 2022 May 2024

If an application for relief from a one-off fee or charge under this policy is approved (e.g. a venue hire or application fee), it will only be valid for that one-off fee or charge.

Help with applications

Council staff will make every effort to assist a **person-Payer** who wishes to make an application to complete the application form and provide any information that is required for the application to be decided.

Other help for Payers

The Payer can seek help with managing their financial circumstances from the following services:

- the Australian Securities and Investment Commission (ASIC) has developed a 'MoneySmart' website which provides financial guidance: www.moneysmart.gov.au/managing-your-money/managing-debts/trouble-with-debt/problems-paying-your-utility-bills <https://moneysmart.gov.au/managing-debt/problems-paying-your-bills-and-fines>.
- Financial Counselling Australia (FCA) is the peak body for financial counsellors in Australia. FCA can help affected persons find a financial counsellor – please visit: www.financialcounsellingaustralia.org.au for more information.
- The National Debt Helpline is a not-for-profit service that helps people in Australia tackle their debt problems. This is a **G**overnment service providing free, confidential counselling for people experiencing financial difficulty. Visit www.ndh.org.au or call 1800 007 007 for more information.
- The Salvation Army provides a range of support options to help with financial difficulties, depending on the nature of your problems. Visit: <https://www.salvationarmy.org.au/ryde/need-help/financial-assistance/www.salvationarmy.org.au/ryde/need-help/financial-assistance-bills-food-utilities>.

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Background

Council recognises that some members of its community (such as the vulnerable or disadvantaged) may suffer from hardship or otherwise have other circumstances which make it difficult to pay **R**ates, **F**ees and **C**harges.

Council intends to be compassionate and work with its vulnerable community members to ensure that they are not further disadvantaged because of their **R**ates, **F**ees or **C**harges obligations. A policy is required to ensure the consistent application of principles to determine when it is appropriate to grant relief from **R**ates, **F**ees or **C**harges to a person suffering genuine financial hardship.



September 2022 May 2024

DOCUMENT CONTROL

Version:	2.0	Adopted	28/11/2022	Commencement Date	29/11/2022
Minutes Reference	Council Meeting 28 November 2022			Review Period	4 Years from adoption
Previous Versions:	V 1.0 adopted 26-march 17 June 2019 (Council meeting, Item 466) V 2.0 adopted 28 November 2022 (Council meeting, Item 8)				
Responsible Directorate	Corporate Services	Controller:	Chief Financial Officer		
ECM Document No.:	Policies				

COUNCIL POLICY

FINANCIAL HARDSHIP POLICY



PURPOSE

The purpose of this policy is to help ratepayers and members of the community who are suffering financial hardship by providing relief from the requirement to pay Council rates, fees and charges.

SCOPE

This policy applies to a person, business, not-for-profit or community group who is responsible for the payment of rates, fees or charges.

This policy applies to rates payable for a ratepayer's principal place of residence or commercial or industrial properties. It also applies to Council fees and charges other than rates such as dog registration fees, fines, or application fees.

STATUTORY REQUIREMENTS

The *Local Government Act 1993* (the Act) sets out the circumstances in which a Council can consider an application for postponement or remission of rates, fees and charges. This Policy must be read in conjunction with the relevant sections of the Act and does not take precedence over them.

Acts	<i>Local Government Act 1993</i> (Tas) <i>Valuation of Land Act 2001</i> (Tas)
Regulations	N/A
Australian/International Standards	Rates and Charges Policy

DEFINITIONS

'Application fees' includes any fees charged by council to initiate a transaction for services with a payer.

'Fees and charges' include dog registration fees, various application fees (excluding statutory and advertising fees), fines and other Council charges that do not appear on a Rates Notice.

'Genuine financial hardship' is when the Payer is genuinely unable to pay their bills or meet other financial obligations.

'Payer' means a person, business, not-for-profit or community group who is responsible for the payment of rates, fees or charges imposed by Glenorchy City Council. This includes the owner of a property or a person renting the property if the rental agreement requires that person to pay the rates.

'Rate' under this policy means any charge that appears on a Rates Notice. This includes:

- general rate (the 'cents in the dollar' amount charged for a property),



- the service charges that Council levies to pay for garbage, recycling and FOGO bin collection, and
- any interest or penalties that Council can charge if the rates are not paid on time (including any costs that Council would charge for the recovery of overdue rates).

'Remission' means a full or partial cancellation of rates, a fee or penalty that has been imposed by council.

'Relief' means a full or partial reduction of rates, a fee or penalty that has been imposed by council.

POLICY STATEMENT

Introduction

Council imposes rates, fees and charges to ensure it can provide services to the community and comply with its obligations under the Act. However, Council recognises that sometimes financial circumstances mean that it is appropriate for Council to grant that Payer's relief from the payment of rates, fees and charges.

In determining when it is appropriate to grant relief from payment of rates, fees and charges, Council must balance the requirement to raise enough revenue to provide services to the community with its need and desire to show compassion to its community members and ensure that everyone can access Council's services, irrespective of their financial position.

Who does this policy apply to?

This Policy applies to a Payer who is responsible for the payment of rates, fees and charges and makes an application for assistance under this Policy.

How does Council determine 'genuine financial hardship'?

Council will only consider granting rate relief under this policy to the Payer who is found to be suffering genuine financial hardship.

The Payer will not be in genuine financial hardship if it is simply inconvenient for them to pay their rates, fees or charges or other bills.

Council will only consider granting rate relief under this policy to the Payer who is found to be suffering genuine financial hardship.

What types of help can Council provide?

Rates (S 90 & S 93 LGA)

A Payer of Council rates who believes they are suffering genuine financial hardship can apply to Council for either:

- postponement of the payment of rates (i.e. paying rates after they would normally be due),
- remission of rates, in-part (i.e. not being required to pay some of the rates bill), or
- remission of interest, penalties and legal charges invoiced in respect of a rates bill, in-part or in-full (i.e. not being required to pay any extra fees that Council may have charged for the rates not being paid on time).



A Payer responsible for Council rates can apply for one or more of the above types of relief when making an application.

Council fees and charges (S 205 LGA)

A Payer of Council fees and charges who believes they are suffering genuine financial hardship, or meets the criteria specified below, can apply to Council for:

- postponement of the payment of the fees and charges after they would normally be due, or
- remission (either fully or partially) of the payment of fees and charges.

A Payer responsible for payment of fees and charges can apply for one or more of the above types of relief when making an application.

Criteria for eligibility for the remission of fees and charges

Fees and charges may be remitted (either fully or partially) if at least one of the following circumstances applies:

- where the remission of the fee or charge is requested by a not-for-profit or community group in connection with a community purpose in the municipality (for example, the fee for using a Council facility to host a charitable event). Organisations/groups that are fully funded by government or derive revenue from commercial operations will generally not be considered for remission,
- to rectify a processing or administrative error made by Council,
- to take action to reduce or mitigate a potential liability of the Council that arises from a planning, building or plumbing application,
- to resolve a situation where Council has caused or contributed inadvertently to fees or charges or related costs being unnecessarily incurred by the Payer.

Fees and charges that should be reasonably expected in the usual operation of the individual's or organisation's activities will generally not be considered for remission.

How to make an application?

The Payer seeking relief under this Policy can apply to Council by completing an application form and describing why they are in genuine financial hardship for rates relief, or how they meet the criteria for the remission of non-rate fees and charges.

The application form is available on Council's website (www.gcc.tas.gov.au) and can also be collected in person from Council's Chambers.

The forms can be submitted to Council by email to: gccmail@gcc.tas.gov.au or can be given to our Customer Service Staff at Council's Chambers.

Applications for the remission of fees and charges that relate to a planning, building or plumbing application can be made retrospectively for a maximum of 30 days after the application fees have been paid.

Council staff will contact the applicant once an application is received to advise how long it will take to assess, and if there is any other information required.



Evidence of genuine financial hardship

If a Payer makes an application for relief under this policy, Council may ask the Payer to provide evidence that they are suffering from genuine financial hardship.

Evidence that Council may ask for may include:

- documents which show that the Payer responsible for the payment of rates, fees and charges has sought help from a financial counsellor (such as a receipt from a booking with a financial counsellor),
- a statutory declaration from an someone who is familiar with the Payer's circumstances (family doctor, bank officer etc), or
- bank statements, medical certificates, or other documentary evidence that demonstrates the circumstances that have caused or are symptomatic of the Payer's genuine financial hardship.

If Council staff need more evidence to support an application by the Payer, they will explain what they require and why they need it to decide an application.

How will applications be decided by Council?

When deciding whether to approve an application for Rate relief, Council officers will consider:

- the information about the Payer's financial circumstances that has been provided on the application form,
- any supporting evidence that has provided by the Payer, and
- any other relevant information or circumstances.

Council may refer an application to for assessment by an independent accredited financial counsellor if it deems this to be necessary.

When deciding whether to remit fees or charges Council officers will consider:

- whether the remission is for a purpose permitted under this policy,
- the merits of the request,
- the amount of fees or charges to be remitted and consequent impact on Council's revenue,
- the administrative processing costs already borne by Council,
- the precedent which might be set if the fees or charges are remitted, and
- the likely liability consequences for Council if the fees or charges are not remitted or rebated.

Delegations

s.22(2) of the *Local Government Act 1993* provides that the General Manager may not sub-delegate the postponement of rates and charges or remission of fees, rates or charges. Therefore, all delegate decisions under the Policy are required to be made by the General Manager.



What happens if an application is approved?

If an application for relief from an ongoing fee or charge under this policy is approved (e.g. rates or dog registration), it will be valid for a maximum period of 12 months.

At the end of the 12 months, a new application will need to be submitted showing the Payer is still suffering genuine financial hardship.

If an application for relief from a one-off fee or charge under this policy is approved (e.g. a venue hire or application fee), it will only be valid for that one-off fee or charge.

Help with applications

Council staff will make every effort to assist a Payer who wishes to make an application to complete the application form and provide any information that is required for the application to be decided.

Other help for Payers

The Payer can seek help with managing their financial circumstances from the following services:

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- Financial Counselling Australia (FCA) is the peak body for financial counsellors in Australia. FCA can help affected persons find a financial counsellor – please visit: www.financialcounsellingaustralia.org.au for more information.
- The National Debt Helpline is a not-for-profit service that helps people in Australia tackle their debt problems. This is a government service providing free, confidential counselling for people experiencing financial difficulty. Visit www.ndh.org.au or call 1800 007 007 for more information.
- The Salvation Army provides a range of support options to help with financial difficulties, depending on the nature of your problems. Visit: <https://www.salvationarmy.org.au/ryde/need-help/financial-assistance/>

Background

Council recognises that some members of its community (such as the vulnerable or disadvantaged) may suffer from hardship or otherwise have other circumstances which make it difficult to pay rates, fees and charges.

Council intends to be compassionate and work with its vulnerable community members to ensure that they are not further disadvantaged because of their rates, fees or charges obligations. A policy is required to ensure the consistent application of principles to determine when it is appropriate to grant relief from rates, fees or charges to a person suffering genuine financial hardship.

DOCUMENT CONTROL

Version:	3.0	Adopted		Commencement Date	
Minutes Reference				Review Period	4 Years from adoption
Previous Versions:	V 1.0 adopted 17 June 2019 (Council meeting, Item 6) V 2.0 adopted 28 November 2022 (Council meeting, Item 8)				
Responsible Directorate	Corporate Services	Controller:	Chief Financial Officer		
ECM Document No.:	Policies				